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CITY SURVEY 2009

**Overall Rating for Government
Performance Still “C+”**

**Ratings for Most Services
Improved, Particularly Muni, Parks,
& Libraries**

**More San Franciscans Provide
Favorable Ratings (“A” or “B”) Than
in Previous Surveys**



April 30, 2009

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**CONTROLLER'S OFFICE
CITY SERVICES AUDITOR**

The City Services Auditor was created within the Controller's Office through an amendment to the City Charter that was approved by voters in November 2003. Under Appendix F to the City Charter, the City Services Auditor has broad authority for:

- Reporting on the level and effectiveness of San Francisco's public services and benchmarking the city to other public agencies and jurisdictions.
- Conducting financial and performance audits of city departments, contractors, and functions to assess efficiency and effectiveness of processes and services.
- Operating a whistleblower hotline and website and investigating reports of waste, fraud, and abuse of city resources.
- Ensuring the financial integrity and improving the overall performance and efficiency of city government.

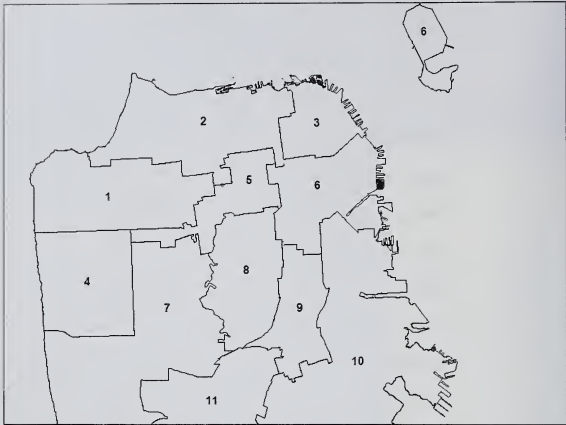
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San Francisco Supervisorial Districts



Grading Scale

Letter Grade	Lower	Upper
A+	5.00	5.00
A	4.67	4.99
A-	4.33	4.66
B+	4.00	4.32
B	3.67	3.99
B-	3.33	3.66
C+	3.00	3.32
C	2.67	2.99
C-	2.33	2.66
D+	2.00	2.32
D	1.67	1.99
D-	1.33	1.66
F	1.00	1.32

Ratings for Most Services Improved; More San Franciscans Provide Favorable Ratings Than in Previous Surveys; Overall Rating for Government Performance Still “C+”

Resident Satisfaction with Local Government Continues to Rise

Forty-three percent of San Franciscans gave favorable ratings (A or B grades) to City government, continuing an upward trend in resident satisfaction with local government performance that began in 2004. Key factors that show differences in opinion include length of residency in San Francisco, sexual orientation and ethnicity.

In fact, African Americans are now more likely to give local government positive performance ratings, a substantial reversal of opinion since 2007, when residents in this subgroup were twice as likely to express dissatisfaction as other residents.

Feelings of Safety Up Slightly, Steadily Improving Over Past Decade

A majority of residents (50 percent) now report feeling safe walking alone in their neighborhood during the day and at night, a 4 percent increase since 2007.

Larger Households and Families No Longer More Likely to Leave

Families with children under 18 years of age show less inclination to leave the City than in prior years and most appear to be making increasing use of a variety of support services for their children.

Muni Ratings Hold Steady for Convenience and Improve in All Other Areas

San Francisco residents' evaluations of Muni improved across nearly every service area since 2007, ending a downward trend seen in ratings since 2004 in most areas.

The Average Grade for All Services Is a C+

Survey respondents rated services on a 5-point scale from Excellent to Failing, or from "A" to "F". The following table shows average ratings of City services and a summary of major findings.

Service Area	Grade	Change From 2007	Major Findings
Overall Local Government Performance	C+	↔	<ul style="list-style-type: none"> • Resident Satisfaction Continues Upward Trend • Newer Residents Continue to Give More Favorable Ratings • Perceptions Among African American Residents Are Now More Favorable • Respondents' Comments and Suggestions Focus on Muni
Safety	B	↑	<ul style="list-style-type: none"> • Feelings of Safety Up Slightly, Steadily Improving Over Past Decade • Southeastern Respondents Continue to Feel Less Safe
Public Transportation	C+	↑	<ul style="list-style-type: none"> • Muni Ratings Hold Steady for Convenience; Improve in All Other Areas • Demographic Differences in Perceptions of Muni Remain Evident • More Residents Use Public Transportation for Commute Than Any Other Mode of Transit • Nine in Ten Residents Ride Muni Once or Twice a Month
Street and Sidewalk Cleanliness	C+	↑	<ul style="list-style-type: none"> • Grades for Street and Sidewalk Cleanliness Show Improvement • Conditions Poorest in the Southeast
Pavement	C	↑	<ul style="list-style-type: none"> • Improvement in Residents' Assessment of Pavement Conditions
Recreation and Parks	B-	↑	<ul style="list-style-type: none"> • Ratings for Quality of Grounds and Conditions of Facilities Rise • Ratings for Quality and Convenience of Recreations Programs Rise • Frequent Park Visitors Offer More Positive Evaluations
Libraries	B	↑	<ul style="list-style-type: none"> • Library Ratings Improve in All Categories • Frequent Users of Libraries Continue to Offer More Positive Ratings • Those Who Visit the Library Are Doing So More Often

Other Major Findings Include:

Children, Youth and Families

- San Francisco Families with Children are Now No More Likely To Leave Than Others
- Parents Use a Variety of Services and Programs for Their Children
- Age of Child and Household Income Play a Significant Role in School Choice
- Parents Who Send Their Children to Public Schools Give Positive Ratings

Recycling

- Long-Time, Older Residents More Likely to Use a Green Curbside Recycling Cart
- Messiness, Pest Concerns and Uncertainty of the Carts' Purpose Are Main Reasons Residents Do Not Use Carts

Technology

- San Franciscans Are Increasingly Online, but Disparities Persist
- Home Internet Access Varies by Key Demographic Factors
- Most San Francisco Internet Users Have a High Speed Connection

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Chapter

1

Grade Change

Local Government Performance**C+**

San Francisco residents continue to offer fair evaluations of local government's performance in providing public services. Specific findings include the following:

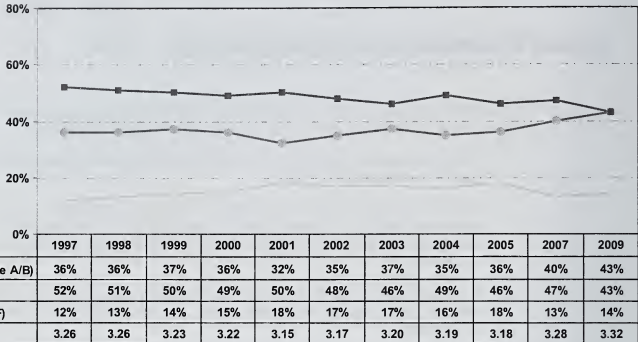
- Positive assessments of local government performance continue an upward trend that has been evident since 2004.
- African Americans are now more likely to give local government positive performance ratings, a change of opinion since 2007 when residents in this demographic group were twice as likely to express dissatisfaction relative to other residents.
- When given the opportunity to provide the City with general feedback on City services, most survey respondents focus on issues related to public transportation.

Resident Satisfaction Continues Upward Trend

Since 2004, San Francisco residents have increasingly registered positive assessments of the performance of local government. In fact, 2009 marks the first year that the percentage of residents who give government a favorable rating (43 percent) equals the percentage who describe government's performance as average (43 percent). This represents a slight increase in the proportion who assign local government either an "A" or a "B" grade, and somewhat of a decline in those who rate its performance a "C." More recent residents, those who identify as gay or lesbian, parents with teenage children, African Americans and Latinos are most likely to view local government favorably.

Favorable Ratings (A or B) for Local Government Continue to Increase

— Favorable (Grade A/B) — Fair (Grade C) — Unfavorable (D/F)



Newer Residents Continue to Give More Favorable Ratings

Consistent with the results of the 2007 survey, newer residents continue to express more favorable opinions of local government than others. In the current survey year, a 51-percent majority of those who have been residents for less than 10 years gave the City a rating of "A" or "B," including 66 percent of those who have resided in the City less than a year. In contrast, 36 percent who have lived in the City for 20 or more years provide a positive rating. In addition to newer arrivals to the City, residents who identify as gay, lesbian or bisexual are also more likely to express higher levels of satisfaction with local government.

While there were no significant differences in opinion between parents and those without children, variation does appear to exist among parents based on the age of their child. Fifty-four percent of parents with children between the ages of 14 and 17 rated local government performance as excellent or good, compared to 45 percent of parents of children age 6 to 13 and 38 percent of parents with children under 6 years of age.

Since 2007, differences between frequent users of City services (Muni, libraries and parks) and all others appear to have diminished. In the current survey year, those who use City services more frequently remained relatively steady, while those who use City services less frequently improved.

I give local government an A or B overall...

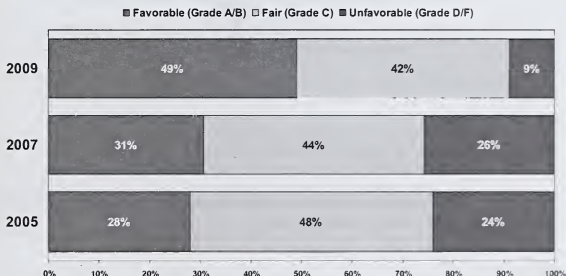
2007	
45%	39%
Frequent Users	All Other Users

2009	
43%	42%
Frequent Users	All Other Users

Perceptions Among African American Residents More Favorable

Perceptions of local government performance among African Americans improved substantially since 2007, when residents in this subgroup were two times more likely to offer a negative rating than any other ethnic subgroup. In 2007, only 31 percent offered positive evaluations of City government, while a little more than 26 percent rated government's performance as poor or failing. This year, half gave the City a rating of excellent or good and less than 10 percent described the City's performance as poor or failing. The positive perceptions among African Americans were exceeded only by those among Latino residents (51 percent of whom rated City services as excellent or good), who as in prior years remain the most likely to offer a favorable rating.

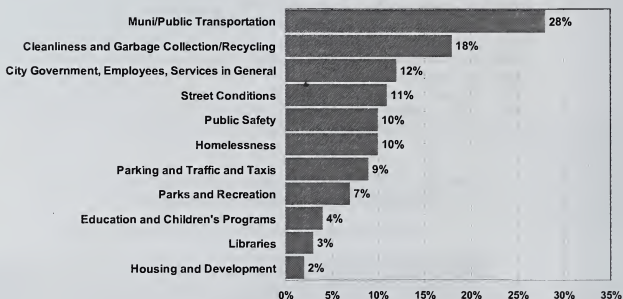
Favorable Perceptions of Local Government Among African Americans Increased Dramatically



Respondents' Comments and Suggestions Focus on Muni

As is the case each survey year, survey respondents were given the opportunity to share additional feedback with the City – in their own words – about public services. Consistent with prior research, comments related to public transportation outnumbered the percentage of comments offered in relation to any other service area.

Open-Ended Response Counts



In addition to sharing feedback related to services explored in the survey, many respondents provided comments on other areas, including housing, homelessness, sanitation services, traffic congestion, and a variety of miscellaneous topics. Comments and concerns related to general City services, health care and the "greening" of the City drew a lower number of comments, but nevertheless stood out as noteworthy. A sampling of these comments appears below.

- General City Services**

"The Bayview area needs more services from the city. They need to work on these areas." – District 10 woman, Age 60-74

"Services are good but not well advertised." – District 2 woman, age 30-44

"I recommend that the City use email lists, blogs, Facebook groups for City services, especially recreation." – District 5 man, age 45-59

- **Health Care**

"We need more free health clinics in San Francisco and neighborhood clinics like 50 years ago." – District 6 woman, age 60-74

"My partner had a surgery recently and he had good care, but we are very concerned about cuts in funding for preventative care; in all health areas. I had prostate surgery and the medication was so expensive. I hope to see improvements on costs." – District 11 man, age 45-59

"Streamline the reimbursement plan through Healthy San Francisco. Instead of going through SHPS, Inc. to receive reimbursement, have the employer pay out directly. My gratitude to the City for providing this service in the first place!" – District 5 woman, age 45-59

- **Recycling/Greening Efforts**

"Put more energy into providing recycling facilities on street corners and parks." – District 5 woman, age 60-74

"Very happy with how green the City is; it is why I moved here. I love the compost bins, public transit and bike lanes. I would like to see more green initiatives, like community gardens, urban forestry. Plant fruit trees in public parks and let everyone enjoy the bounty." – District 8 man, age 20-29

- **Bike Lanes and Related Issues**

"Bicyclists deserve a complete and safe biking infrastructure, citywide, including paths, lanes and bike only arteries." – District 8, gender unreported, age 45-59

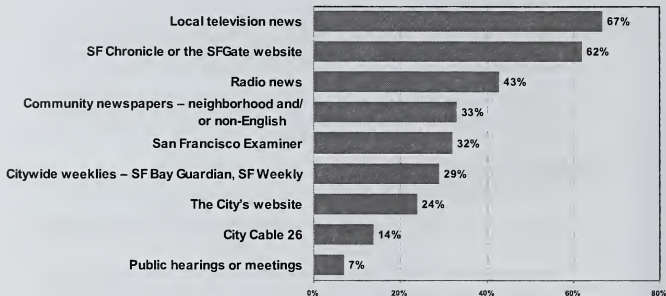
"There should be more locations to store bicycles in high traffic areas, such as Market Street and 5th Street or Embarcadero/Ferry Building." – District 5 man, age 20-29

Local Television News and the Chronicle Are Top Sources of Information

The 2009 City Survey asked respondents to identify which news sources they used at least monthly to get news and information about City programs, services and events. Although the question structure differed slightly from the version introduced in 2007, the results lead to similar conclusions.¹ The results from the 2009 survey indicate that more than 60 percent of residents turn to local television news and the *San Francisco Chronicle* as a regular source of information about public programs, services and events. In 2007, residents also identified these media outlets as the sources they consulted most often for this information.

¹ In 2007, survey respondents were asked to indicate how often they used *each* of the individual news sources for news and information about City programs, services and events.

**Most Residents Get News and Information from
Local Television and the *San Francisco Chronicle*¹**

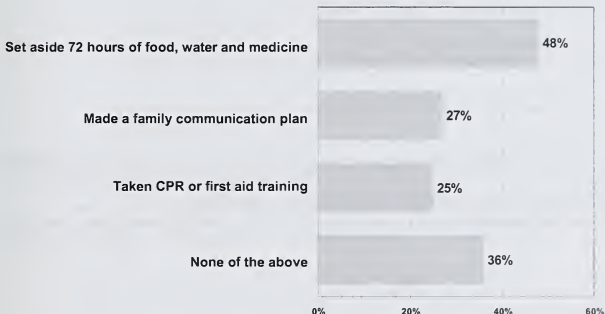


Each media outlet draws a unique constituency. Upper-income residents, Whites and college educated San Franciscans are more likely to get their news and information from the *San Francisco Chronicle* and radio news, while local television news is most likely to attract residents living in larger households, Latinos, longer term residents and San Franciscans over the age of 60. Longer term residents are also more likely to read the *San Francisco Examiner*, as are African Americans. The City website and City Cable Channel 26 are most likely to attract younger residents, those who have resided in the City less than 10 years, upper-income households and residents who work part-time. Parents and residents over 45 years of age are most likely to turn to community newspapers, while Citywide weeklies draw their audience from the gay and lesbian community, the Central region of the City, middle-income San Franciscans and Whites.

Most Residents Have Taken Action to Prepare for a Disaster

The 2009 City Survey asked residents, for the first time, about steps they have taken to prepare for a disaster. More than three in five residents have either set aside enough food, water and medicine for a 72 hour period, made a family communication plan or taken a CPR or first aid training course. Parents with children at home, African Americans, residents living in larger households and those residing in Supervisorial Districts 7 and 11 or the Southeastern region are most likely to have engaged in some level of preparation.

A Majority of Residents Have Taken Action to Prepare for a Disaster (Multiple Responses Accepted)



SURVEY RESPONSES

Overall, how good a job do you think local government is doing at providing services?

Falling F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
3%	11%	43%	36%	7%	2,515	3.32/C+

Do you refer to any of the following sources on at least a monthly basis to get news and information about City programs, services and events?

Local television news	67%
San Francisco Chronicle or the SFGate website	62%
Radio news	43%
Community newspapers – neighborhood and/or non-English	33%
SF Examiner	32%
Citywide weeklies – SF Bay Guardian, SF Weekly	29%
The City's website (SFGov)	24%
City Cable 26	14%
Public hearings or meetings	7%

Number of Responses	2,608
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What actions have you taken to prepare for a disaster?

Set aside 72 hours of food, water and medicine	Made a family communication plan	Taken CPR or first aid training	None of the Above	Number of Responses
48%	27%	25%	36%	2,711

Note: Figures may not total to 100% due to rounding.

¹ Survey did not ask about email or "social networking" sites or services.

Chapter

2

Public Safety

Grade

B

Change



This year San Franciscans' evaluations of public safety improved modestly, yielding an overall grade of "B." Specific findings include the following:

- Overall feelings of safety improved versus 2007, with 52 percent of residents now saying they feel safe walking alone in their neighborhood during the day and at night.
- Residents in the Southeastern region of the City continue to feel less safe than residents of other areas.
- Feelings of safety continue to vary by other socioeconomic factors, including gender, race, age, and income and education.
- A majority of residents (57 percent) now reports feeling safe crossing the street, up 9 points from 2007.

Majority of Residents Feel Safe Alone Both Day and Night

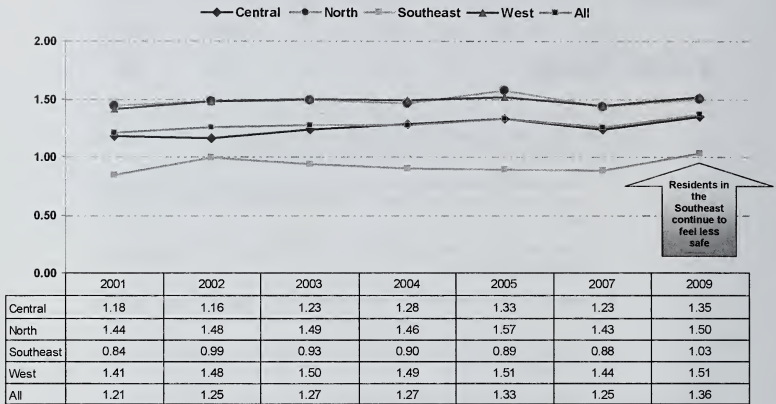
In the last survey year (2007), 46 percent indicated that they felt safe walking alone in their neighborhood during the day and at night. This year, the figure climbed to 52 percent of all San Francisco residents.

Eighty-four percent say they feel safe walking alone in their neighborhood during the day, up four points from the 2007 survey. Similarly, 52 percent now say they feel safe walking alone at night – the first time in the survey's history that the figure has topped 50 percent. The portion of residents who say they feel unsafe walking at night – while never more than one-third of those surveyed – declined to 24 percent.

Responses to these questions can be combined into a "neighborhood safety ratings index," which ranges from zero (safe neither day or night) to two (safe both day and night).¹ The figure on the following page shows changes in average neighborhood safety ratings index scores, by region, since 1997. Variation in the average Citywide score has been relatively minor, ranging from a low of 1.11 in 1997 to a high of 1.36 this year.

¹ Those who indicate they feel either "safe" or "very safe" walking alone in their neighborhood during the day and at night are assigned a score of two, those who say they feel safe or very safe walking alone at only one time of day are assigned a score of one, and those who do not report feeling safe walking alone at either time are assigned a score of zero.

Feelings of Safety Up Since 2007, Remain Lower in Southeast



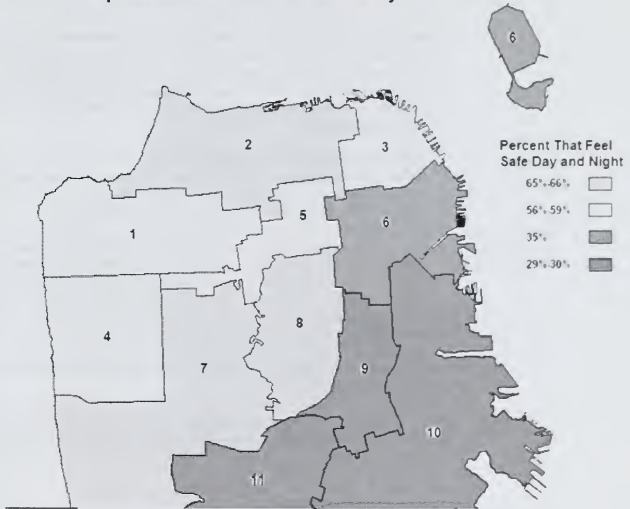
Note: District boundaries changed in 2000, so results before 2001 are not comparable.

Southeastern Respondents Continue to Feel Less Safe

Residents of Southeastern supervisorial districts are more likely than residents of other parts of the City to say that they feel unsafe walking in their neighborhoods. Eleven percent of residents in the Southeastern region say they feel unsafe walking alone during the day, and 43 percent say they feel unsafe walking alone at night. In each case, the observed proportions are nearly double the Citywide average. This pattern has held true since the initial survey was conducted in 1997.

Concern about safety is most concentrated in Districts 10 and 11. In District 10, 15 percent feel unsafe during the day and 50 percent at night; in District 11, the figures are 15 percent and 49 percent respectively.

Residents of Districts 9, 10 and 11 Express More Concern About Safety



Feelings of Safety Vary by Socioeconomic Factors

As in prior surveys, gender, race, income, and age are tied to how safe one feels. Since some of these demographic characteristics are highly correlated with the location in which one lives, some of the apparent connections between socioeconomic factors and feelings of safety can be explained by controlling for geography. Advanced statistical analysis confirms that geography – rather than any particular demographic characteristic – has the strongest relationship with feelings of safety. Nevertheless, the demographic connections are stark enough to bear discussion:

- **Gender:** As in prior years, women are more likely to report feeling unsafe than are men. Less than half of women say that they feel safe walking alone both day and night (46 percent) while 57 percent of men say the same, consistent with 2007 figures.

- **Age:** Feelings of safety tend to decline with age. Sixty-one percent among those under age 30 feel safe walking alone day and night, while of those age 60 and over, 40 percent feel safe walking alone both day and night.
- **Race/Ethnicity:** Residents of color are more likely than White residents to say they feel unsafe walking in their neighborhood both day and night. Roughly one in five residents of color express this sentiment – including 22 percent of Latinos, 18 percent of African Americans, and 19 percent of Asian and Pacific Islanders. In contrast, 10 percent of Whites report feeling unsafe walking in their neighborhood both day and night.
- **Education:** More highly-educated residents are more likely to report feeling safe in their communities. While 55 percent of college-educated residents indicate feeling safe at all times of day while walking in their neighborhood, among those with less than four years of college the figure is 46 percent.
- **Income:** A similar trend is evident along lines of household income. Those with household incomes under \$50,000 per year are three times as likely as those with incomes over \$100,000 to say they feel unsafe walking around their neighborhoods at all times of day. Twenty-one percent of lower-income households express this sentiment, compared to 7 percent of upper-income households.

Differences by other demographic variables – such as parenthood, household size, or sexual orientation – appear minimal.

“There are not enough police patrols on the street...the drug and gang problems are getting worse.” –
District 6 man, age 30-44

A Majority Now Feels Safe Crossing the Street

For the first time in the survey's history, a majority of residents (57 percent) feel safe crossing the street, exceeding the previous high of 50 percent observed in 2005. Only 20 percent say they feel unsafe, the lowest proportion observed in the survey's history. Residents who walk to work are somewhat less likely than other San Franciscans to say that they feel safe crossing the street (51 percent). In contrast, those who drive alone to work or carpool are notably more likely to say that they feel safe crossing the street (59 percent and 67 percent, respectively).

The degree to which residents feel safe crossing the street appears to decline in conjunction with the amount of time they have spent in the City. More recent arrivals in San Francisco are notably more confident of their safety when crossing the street.

Longer-Term Residents Feel Less Safe Crossing Streets

Years in San Francisco	Unsafe (1 & 2)	Neither Safe Nor Unsafe (3)	Safe (4 & 5)
Less than one year	13%	7%	79%
1 to 4 years	6%	24%	70%
5 to 9 years	15%	23%	62%
10 to 19 years	25%	24%	50%
20 years or more	24%	24%	51%

There is also a notable geographical relationship with perceptions of safety crossing streets. Those who live in the Southeast region are significantly less likely (49 percent) to say that they feel safe crossing the street than are residents of the North (61 percent), Central (58 percent) or West (56 percent) regions.

As reported by the San Francisco Police Department, the number of pedestrian accidents increased nominally between 2007 and 2008, from 789 to 796. Included in this total is the number of fatal injuries, which decreased 46 percent from 24 to 13 over the same time period, returning back to 2006 levels.

"Put more police officers on the street for pedestrians crossing the street." – District 1 man, age 60-74

SURVEY RESPONSES

How safe would you feel walking alone in your neighborhood:

	Very Unsafe 1	Unsafe 2	Neither Safe nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
During the day?	1%	5%	10%	39%	45%	2,745	4.21/B+
At night?	8%	17%	23%	36%	16%	2,669	3.36/B-

Neighborhood Safety Ratings Index

	Unsafe Day and Night	Safe During Day, Unsafe at Night	Unsafe During Day, Safe at Night	Safe Day and Night	Number of Responses
	15%	33%	<1%	52%	2,663

The Neighborhood Safety Ratings Index combines responses to feelings of safety walking alone during the day and night. It was not an actual question on the survey questionnaire. In the index, "safe" includes safe or very safe, and "unsafe" includes unsafe, very unsafe, and neither safe nor unsafe.

How safe do you feel crossing the street?

	Very Unsafe 1	Unsafe 2	Neither Safe Nor Unsafe 3	Safe 4	Very Safe 5	Number of Responses	Mean Score
	5%	15%	23%	40%	17%	2,731	3.49/B-

Chapter

3

Public Transportation

Grade Change

C+

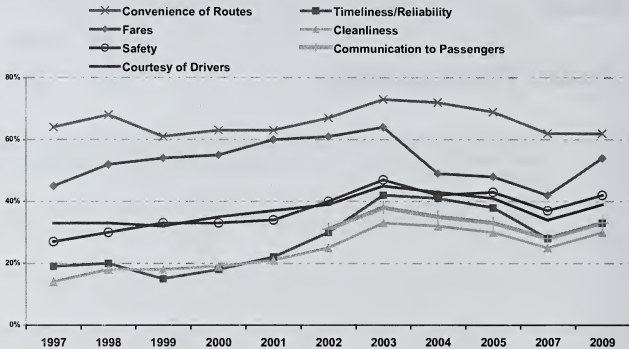
San Francisco residents' evaluations of Muni improved across nearly every service area since 2007, raising the overall grade from a "C" to a "C+". Specific findings include the following:

- Sixty-two percent of residents give Muni a rating of "Excellent" or "Good" for the convenience of routes, the highest level of approval offered in a single service area.
- Assessments of Muni's reliability held steady or increased in every supervisory district, while ratings for fares increased across all Districts.
- Satisfaction with various aspects of Muni service varies by demographic and geographic subgroup, as does overall usage of public transit as a primary mode of transportation.
- An overwhelming majority of residents ride Muni at least once or twice a month and the number of frequent users is at its highest level since the survey's inception.

Muni Ratings Hold Steady for Convenience; Improve in All Other Areas

Positive ratings for the Municipal Railway transit system (Muni) held steady for convenience of routes and improved at least slightly since 2007 in all other categories. The results represent a continued improving trend which began in 2004. Similar to past years, residents give the weakest reviews for timeliness/reliability, communication with passengers, and cleanliness.

Percentage of Riders Who Give Favorable Ratings (A or B Grades) Holds Steady for Convenience of Routes, and Improves in All Other Areas



The following presents findings in each Muni service category rated in the survey.

Convenience of Routes	B-	⇌	Ratings for convenience of routes remained flat with 62 percent of residents assigning Muni an "A" or "B" grade in this category. Satisfaction remains down from the results seen from 2002 through 2005.
Fares	B-	↑	Positive ratings ("A" or "B") rose most significantly for evaluations of fares (up 12 points), with this area receiving the second-highest positive marks of the seven surveyed. Fifty-four percent gave a positive rating, up significantly from 42 percent in 2007.
Safety	C+	↑	Positive ratings for safety increased from 37 percent in 2007 to 42 percent currently. Since the survey has been conducted, the majority of local residents have never offered a positive grade for Muni safety. Muni's recorded crime incidents have steadily decreased from 2,400 in 2005 to 947 reported incidents in 2008.
Courtesy	C+	⇌	Positive ratings for driver courtesy also improved by a few points, from 34 percent in 2007 to 39 percent in 2009, again ending a downward trend that started in 2004. One in four residents continue to assign a poor ("D") or failing grade ("F").

Timeliness & Reliability	C	↔	Ratings improved slightly for timeliness and reliability from 2007. One-third of residents give an "A" or "B" grade to Muni in this area, compared to 28 percent in 2007. Ratings in this area continue to be among the weakest Muni receives, with the proportion of residents giving Muni a poor or failing grade nearly matching the proportion giving it a positive review. Muni's reported on-time performance improved to 71 percent in 2008, up from 69 percent in 2006.
Communication to Passengers	C+	↑	Positive ratings improved from 28 percent in 2007 to 33 percent in 2009, ending a downward trend that began in 2004.
Cleanliness	C	↔	Muni receives some of its weakest ratings for cleanliness, with the proportion giving a "D" or failing "F" grade equal to that giving a positive "A" or "B" grade. However, positive ratings did increase from 25 percent in 2007 to 30 percent in 2009.

Demographic Differences in Perceptions of Muni Remain Evident

Demographic factors impact residents' evaluations of Muni. In nearly every category of service, African American residents, those with less than a high school education, those under age 30, and those with household incomes under \$10,000 offer more positive evaluations.

Those who have lived in San Francisco less than 10 years (in particular less than 5 years) are slightly more positive in their evaluations than are longer-term residents in all categories.

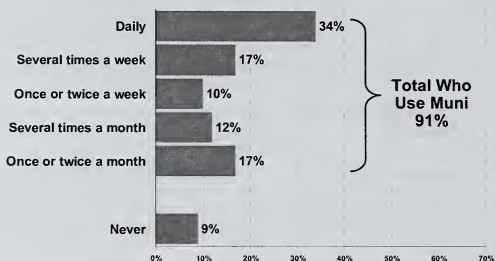
The frequency with which residents use Muni impacts their perceptions of its service. Frequent Muni riders are more likely than those who use Muni less often to give a positive rating for convenience of routes, safety, courtesy of drivers, and fares. However, they are slightly more likely to give a negative rating ("D" or "F" grade) for timeliness/reliability, cleanliness, and communication with passengers.

There are some regional differences as well. Those in the Southeast region tend to rate Muni less positively than do those in other regions, other than when evaluating the courtesy of drivers (an area where their opinion is slightly stronger than those in the Central region and similar to those in the North and West).

Nine Out of Ten Residents Ride Muni At Least Once or Twice a Month

A high percentage of residents use Muni at least once or twice per month, compared with less than 1 in 10 who say they never make use of it. The proportion who said they are frequent riders in 2009 was the highest proportion since the survey has been conducted.

Nine Out of Ten Residents Ride Muni at Least Once or Twice a Month



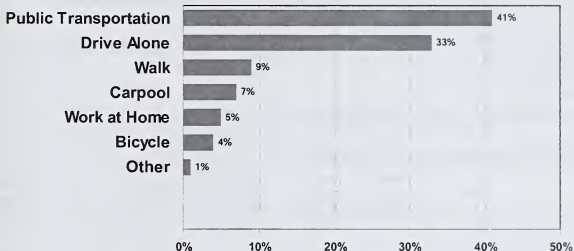
Demographic factors influence Muni patronage. Respondents who are younger, those with less than a high school education, and those with household incomes under \$25,000 are more likely to ride Muni frequently (at least once or twice per week).

Subgroup	Frequent Muni Rider	Subgroup	Frequent Muni Rider
Under age 30	70%	African American	85%
Age 30 to 44	65%	Latino	92%
Age 45 to 59	59%	Asian and Pacific Islander	90%
Age 60+	54%	White	64%
Less than High School	74%	Household income under \$25,000	73%
High School Graduate	63%	\$25,000 to \$49,999	62%
Some College	64%	\$50,000 to \$99,999	66%
College Graduate	59%	Over \$100,000	52%

More Residents Use Public Transportation for Commute

Forty-one percent of residents say their primary mode of transportation to work is public transportation, making it the most relied-on source of transportation. Close behind is driving alone, with 33 percent. Rounding out the most mentioned modes of transportation are walking, carpooling, and bicycling.

Public Transportation is the Primary Mode of Commute



While the differences are fairly modest, the results show that Asian and Pacific Islander and Latino residents are more likely to rely on public transportation than African American and White respondents. Those under age 30 are also more likely to rely on public transportation than those aged 30 to 59.

The proportion who drive alone is higher among those earning \$100,000 a year or more and increases with rising education. While approximately one-third of residents in the Southeast and West regions said they primarily drive to work alone, a lower 21 percent in the Central region and 24 percent in the North region gave this response.

Bicycle usage is highest among White residents, college graduates, those under 30 and those likely to move out of the City.

"I think Muni service is good and I would love to see it become great." – District 8, woman, age 60-74

"Public transportation has gotten worse through the years. Buses are not on time, and the buses are dirty. Bus drivers are rude and in a hurry." – District 4, woman, age 30-44

"I'm a native of San Francisco. Muni has become worse and is lacking in funds. They need the riders to pay for their way and maybe we can improve the service with the revenue." – District 8, woman, age 45-59

SURVEY RESPONSES

In general, how do you rate the quality of the Muni transit system in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Convenience of routes	3%	8%	27%	46%	16%	2,443	3.63/B-
Timeliness/reliability	10%	21%	35%	26%	7%	2,425	2.98/C
Cleanliness	8%	22%	40%	25%	5%	2,461	2.98/C
Fares	3%	7%	36%	39%	16%	2,473	3.58/B-
Safety	6%	14%	38%	34%	8%	2,465	3.24/C+
Communication to passengers	9%	21%	37%	26%	7%	2,406	3.00/C+
Courtesy of drivers	9%	15%	37%	31%	8%	2,460	3.14/C+

Note: Figures may add up to more or less than 100% due to rounding.

Typically, how often do you ride Muni?

	Never	Once or Twice/ Month	Several Times/ Month	Once or Twice/ Week	Several Times/Week	Daily	Number of Responses
	9%	17%	12%	10%	17%	34%	2,726

What is your primary mode of transportation to work?

Other	Public Transport- ation	Drive alone	Walk	Carpool	Work at home	Bike	Number of Responses
1%	41%	33%	9%	7%	5%	4%	2,117

Chapter

4

Grade Change

Streets and Sidewalks**Cleanliness****C+** ↑**Pavement Conditions****C** ↑

City residents' opinion of street and sidewalk cleanliness improved this year, as did opinions of pavement condition. Specific findings include the following:

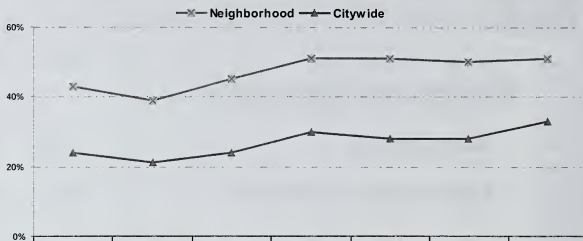
- Satisfaction with the cleanliness of streets and sidewalks is highest in District 7 and lowest in District 3.
- Nearly two in five residents rate the condition of pavement in their neighborhood as "Good" or "Excellent," a slight improvement over 2007 ratings. Perceptions of pavement Citywide also improved, with one in four residents expressing a favorable rating.
- Residents in most parts of the City would like to see the number of trees maintained, if not increased.

Grades for Citywide Street and Sidewalk Cleanliness Show Improvement

Overall satisfaction with street and sidewalk cleanliness among San Francisco residents improved since 2007. Twenty-seven percent of San Franciscans described sidewalks Citywide as being good or excellent, while 33 percent gave the same rating for streets Citywide. The numbers are up from 2007 when 19 percent and 28 percent approved of Citywide sidewalk and street cleanliness, respectively.

Relatively newer San Francisco residents were notably more likely to approve of the cleanliness of sidewalks and streets, as were Latinos and African Americans. These demographic groups, as well as younger, non-college educated and lower-income respondents, were more likely to consider the cleanliness of streets and sidewalks Citywide to be good or excellent.

Proportion of Residents Giving Street Cleanliness an "A" or "B" Grade Increases



	2000	2001	2002	2004	2005	2007	2009
Neighborhood	43%	39%	45%	51%	51%	50%	51%
Citywide	24%	21%	24%	30%	28%	28%	33%

"The streets of San Francisco are a disaster in terms of the quality of our roads. There are enormous potholes and even when work is being done on the roads by PG&E, they are often left in worse condition." -District 8 woman, age 30-44

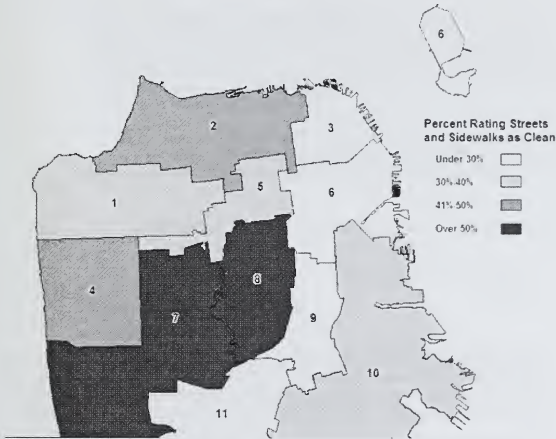
"Services are not equal in all areas. Streets are kept clean in neighborhoods such as Pacific Heights, the Marina, Laurel Heights, etc. but are terribly dirty in neighborhoods like the Mission. Why the double standard?" - District 7 man, age 45-59

"San Francisco used to be a clean city, but with the growing unmanaged population, more economically depressed individuals and landlords who cannot or are unwilling to pay for trash pickup, there has been a very prominent uptick in trash all over the streets." - District 1 man, age 60-74

Conditions of Neighborhood Streets and Sidewalks Poorest in the Southeast, but Show Improvement in District 6

Residents of Districts 2, 7 and 8 were more likely to approve of neighborhood street and sidewalk cleanliness, while those in Districts 3, 9 and 11 – and the Southeastern region of the City in general – were more likely to disapprove. While approval levels by district were largely unchanged from 2007, there was a significant improvement in District 6, which had the lowest rating in 2007.

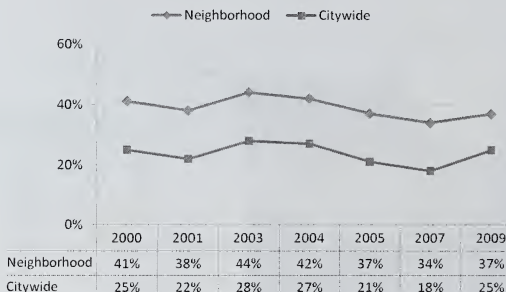
Satisfaction with Street and Sidewalk Cleanliness Highest in Southwest



Modest Improvement in Residents' Assessment of Pavement Conditions

Thirty-seven percent of respondents described the condition of their neighborhoods' pavement as excellent or good, an improvement from 2007's 34 percent. Residents' opinion of Citywide pavement conditions showed some improvement, increasing from 18 percent in 2007 to 25 percent in 2009. Young people, more recent arrivals in San Francisco, African American and Latino residents, those with no more than a high school degree, and lower income residents were more likely to approve of the condition of the pavement in their neighborhood.

After Several Years of Decline, Perceptions of Pavement Conditions Improve



Following the same geographic pattern observed for perceptions of street and sidewalk cleanliness, residents of Districts 2, 7 and 8 are more likely to describe their neighborhood's pavement condition as good or excellent, while those in Districts 9, 10 and 11 are the most likely to describe it as poor or failing.

"My gradings for MUNI service, clean streets, pavement conditions are very low. I want to emphasize that the conditions are not deplorable. They all work. But in comparison to other cities and what could be accomplished the gradings are accurate. City streets are in bad shape and have been for a decade now." – District 1 man, age 30-44

"The pavement quality is bone-jarring and dangerous for bicyclists, and unpleasant for cars (I drive for a living)." – District 9 man, age 20-29

Residents Want Number of Trees Maintained or Increased

Overall, San Francisco residents are divided into two camps on the issue of trees: those who believe the amount of trees in the City or their neighborhood is sufficient, and those who believe there should be more. This pattern is highly consistent with the prior two surveys (2005 and 2007) when the question has been asked. Only a minimal number of San Francisco residents desire a reduction in the number of trees (5 percent for their neighborhood, and 4 percent Citywide). The only demographic among which more than 1 in 10 respondents suggested that the City has too many trees was residents 75 years of age and older.

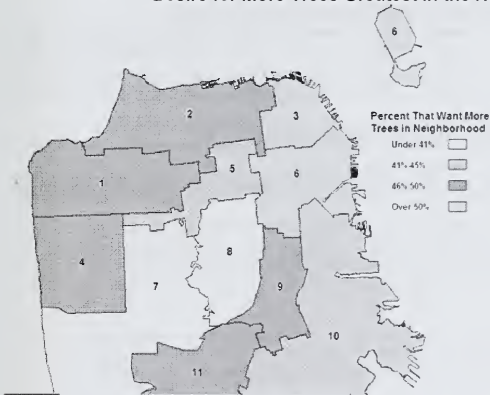
Certain demographic groups show a tendency to call for more trees in their neighborhoods. These groups include Whites, college graduates, households with

incomes of \$50,000 a year or more, and residents of Districts 1, 3, 9, and particularly District 6. Nine percent of District 11 respondents believe that there are too many trees in the City, the highest of any district.

Overall, respondents are more satisfied with the number of trees in their own neighborhood than they are with the number of trees citywide. In Districts 1, 5 and 8, over 60 percent of residents responded that there were not enough trees citywide. In each of those three Districts, the proportion of residents who said there were not enough trees citywide was at least 13 percent higher than the proportion who said there were not enough in the neighborhood.

"I love San Francisco! I believe the city should have more trees that line all the streets – especially in the Sunset and Richmond. SF is a beautiful place that could be better with cleaner streets, more trees, more parks utilized and more affordable/better schools." Female, Age 30-44, District 5

Desire for More Trees Greatest in the Northeast



SURVEY RESPONSES

How do you rate the cleanliness of the sidewalks?

	Falling F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	7%	18%	30%	33%	12%	2,702	3.3/B-
Citywide?	6%	24%	43%	22%	5%	2,375	3.0/C+

How do you rate the cleanliness of the streets?

	Falling F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	4%	14%	30%	39%	12%	2,720	3.4/B-
Citywide?	4%	19%	44%	28%	5%	2,374	3.1/C+

How do you rate the condition of the pavement of the streets?

	Falling F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
In your neighborhood?	7%	21%	34%	30%	8%	2,720	3.1/C+
Citywide?	10%	26%	39%	20%	4%	2,384	2.8/C

How do you feel about the current number of trees?

	Not Enough 1	About Right 2	Too Many 3	Number of Responses
In your neighborhood?	46%	48%	5%	2,696
Citywide?	56%	40%	4%	2,392

Chapter

5

Parks and Recreation

Grade Change

B-

Since 2007, positive ratings for City parks and recreation programs improved in every category measured, improving the average grade in this service area from a “C+” to a “B-.” Specific findings include the following:

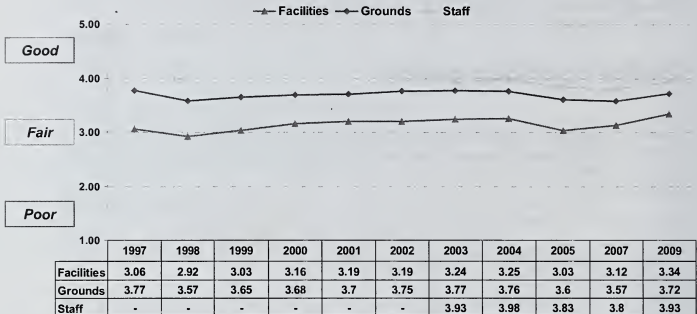
- Ratings for the quality of park grounds and the condition of facilities, as well as the quality and convenience of recreation programs have risen.
- Residents who visit parks more frequently are more likely to offer positive evaluations of the City’s parks and recreation programs.
- Regular usage of City parks is at its highest level since 2002 when residents were first asked about park visitation.
- Slightly more than a quarter of households indicated participation in a Parks and Recreation Department program or activity over the past year.

Ratings for Quality of Grounds and Condition of Facilities Rise

Positive ratings for the quality of the grounds rose from 57 percent in 2007 to 66 percent in 2009. Positive ratings for the condition of Recreation and Park facilities rose from 35 percent to 47 percent. While facilities have never received positive reviews from a majority of residents, the current ratings are the strongest for facilities since the City Survey began in 1997.

Ratings for the quality of interaction with Recreation and Park staff have also improved slightly since 2007. Seventy-one percent of residents who have had interaction with Recreation and Park staff rate the quality of their interaction positively, compared to 69 percent in 2007.

Slight Increase in Average Rating of Parks For Condition, Facilities, and Interaction with Staff



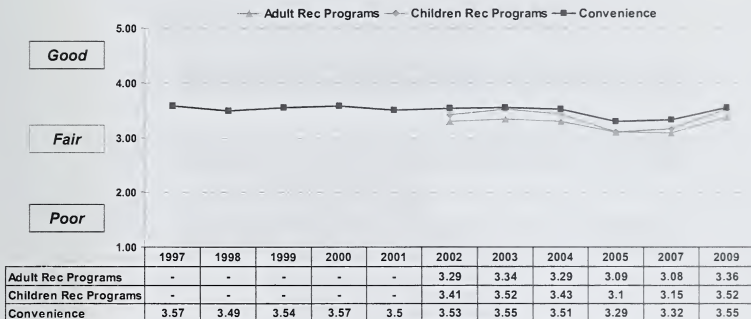
Ratings Rise for Quality and Convenience of Recreation Programs

The overall quality of recreation program rating is made up of three areas – convenience of programs, quality of adult programs and activities, and quality of children's programs and activities. Positive ratings rose by 11 points or more since 2007 in each of these three areas. As a result, the mean rating (the average score for all three categories) rose from 3.18 to 3.48 and positive ratings returned to the levels seen in 2004.

Fifty-seven percent have a positive impression of the convenience of recreation programs, up from 45 percent in 2007. Fifty-six percent also feel this way about the quality of programs and activities for children and youth – up from 39 percent in 2007. While viewed positively by less than a majority, positive ratings rose for the quality of programs and activities for adults 18 years of age or older, from 36 percent in 2007 to 47 percent in 2009.

Prior years' evaluations of Park and Recreation programs were generally lower in the Southeast region, as well as in Supervisorial Districts 7, 10 and 11 specifically. However, looking at the districts data in this year's survey, positive ratings are up in almost every category in nearly every district since 2007.

Average Ratings for Convenience of Programs and Adult and Youth Programs Improved Slightly Since 2007



Frequent Park Visitors Offer More Positive Evaluations

In general, frequent park visitors (those who visited a park at least once a month in the past year) rate City parks more positively (an "A" or "B" grade) than do less-frequent park patrons. Positive ratings are stronger with those under 30 years of age, those with less than a high school education, and those with lower incomes. Residents of 20 years or more are the least likely to give positive ratings in each area, while residents of less than one year are most likely to do so.

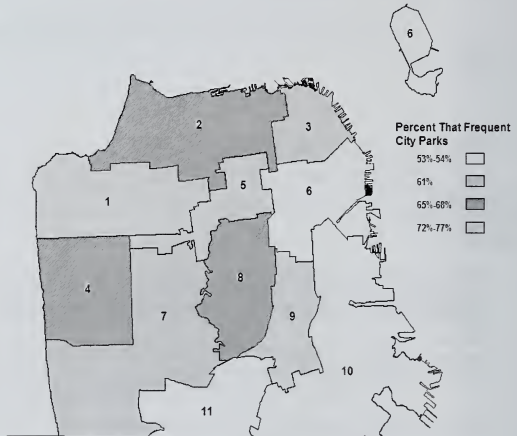
Frequency and Distribution of Park Visits Has Increased Slightly

The proportion of residents who report visiting City parks frequently (at least once per month) increased 8 points to 64 percent since 2007. Currently, 37 percent said they went to a City park at least once a week and 27 percent at least once a month. Regular usage of City parks is at its highest level since the question was added to the survey in 2002.

There is only a modest difference in the proportion of frequent park patrons by region. While 60 percent of Southeast residents said they visited a City park at least once a month in the past year, 68 percent of those in the West, 65 percent in the Central region, and 64 percent in the North region gave this response.

Residents living in Districts 6, 10, and 11 are the least likely to visit City parks frequently, with just over half in each district giving this response. Residents in Districts 1, 5, and 9 are more likely to do so, with approximately three out of four saying they do so frequently.

Residents of Districts 6, 10, and 11 Are Less Likely to Visit Parks at Least Once a Month

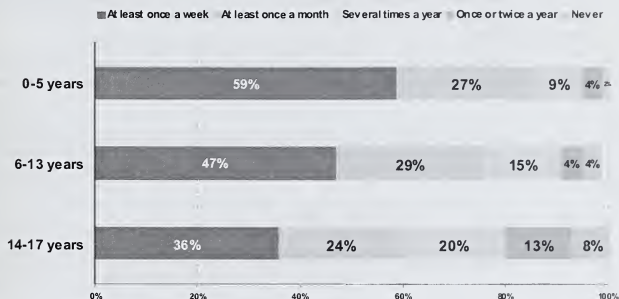


Parenthood is Related to Frequency of Park Visits

San Francisco residents with children ages five or younger are the most likely to have used a City park frequently in the past year, with 59 percent saying they did so at least once a week and 27 percent visited at least once a month (for a total of 85 percent¹ visiting frequently).

¹ Totals do not always add up to the sum of their parts because of rounding.

Park Usage Is More Frequent Among Those With the Youngest Children



Frequent usage of parks is greatest among those aged 20 to 44 – the age group also most likely to have young children – and declines as age increases. While 74 percent of those 20 to 44 years of age are frequent users of City parks, 62 percent of those 45 to 59, 52 percent of those 60 to 74, and 39 percent of those older are frequent users.

Latino (66 percent) and White (72 percent) residents are more likely to report visiting City parks frequently than are African American (55 percent) or Asian and Pacific Islander (52 percent) residents.

Frequency of park visits rises with education, from 45 percent of those with less than a high school education to 71 percent of college graduates. Frequent park usage also increases with affluence, from 56 percent among those earning less than \$50,000 per year to 77 percent of those earning \$100,000 or more. These patterns are consistent with prior years' surveys.

One in Four Households Participated in a Recreation and Park Department Activity in the Past Year

Twenty-seven percent of residents said they or someone in their household participated in a program or activity provided by the Recreation and Park Department in the past year – such as classes, athletic leagues, art programs, swimming, child development, and latchkey programs. The rate of participation in such programs is up from 22 percent in 2007. As with park usage generally, those with children at home are more likely to have participated in such programs (47 percent) than are those without children (21 percent), in particular those with children under the age of 14 (49 percent).

Participation declines with age, from a high of 44 percent among the small group of those under 20 years of age to 16 percent of those 75 years of age or older. Participation is also higher among African American (36 percent) and Latino (34 percent) residents than among Asian and Pacific Islander (28 percent) or White (24 percent) residents. It is also higher among those with household incomes of \$10,000 or less than among those with higher incomes, and participation rates are modestly higher among women than among men.

Participation in recreation programs is slightly higher in the Southeast (30 percent) and West (32 percent) regions than in the Central (24 percent) or North (24 percent) regions.

"As a family with two young kids I'd like to see more support at the Park and Rec level. We live near Helen Wills and have been active in trying to get the resources we used to have (a director, music program for kids, playgroup) back again, but keep getting services cut." – District 3 woman, age 30-44

"The City parks – the grounds, the trees, the baseball fields are in bad shape. They have been for years." – District 6 man, age 60-74

"I wish the recreation and parks kids' programs were low or no cost (tennis in particular but also swim team) because the cost discourages participation." – District 8 woman, age 45-59

SURVEY RESPONSES

How do you rate the City's parks and/or recreational programs in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Quality of grounds (landscaping, plantings)	2%	6%	26%	51%	15%	2,495	3.72/B
Condition of Rec and Park facilities such as buildings and structures (cleanliness, maintenance)	3%	14%	37%	39%	7%	2,285	3.34/B-
Convenience of recreation programs (location, hours)	2%	9%	32%	45%	12%	1,527	3.55/B-
Quality of programs and activities for adults (18 and over)	5%	12%	36%	35%	12%	1,144	3.36/B-
Quality of programs and activities for children (under 18)	5%	9%	30%	41%	15%	1,062	3.52/B-

In the past year, how often did you visit a City park?

Never	Once or Twice/Year	Several Times/Year	At Least Once/Month	At Least Once/Week	Number of Responses
6%	10%	19%	27%	37%	2,727

In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?

Yes	No	Number of Responses
27%	73%	2,702

In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Park staff?

Yes	No	Number of Responses
30%	70%	2,736

If YES, how would you describe the overall quality of your interaction with Recreation and Park staff?

Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
2%	5%	18%	47%	28%	829	3.93/B

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Chapter

6

Libraries

Grade Change

B

Positive evaluations of San Francisco's public library system have returned to some of the highest levels seen since the survey began in 1997, raising the overall grade for the library system from a "B-" to a solid "B." Specific findings include the following:

- The average rating for collections, assistance from library staff, and programs for adults and youth each rose by 3 points or more.
- Frequent library users offer substantially more positive ratings across all categories of library service as compared to other users. Income is also highly correlated with positive evaluations, with the less affluent offering more favorable ratings.
- Upper income residents are less likely to visit city libraries, while parents with children under age 18 are more likely to visit both the Main Library and branch libraries than their counterparts who do not have children in this age range.
- Overall, those who visit the city's libraries are doing so more often. The percentage of residents who visit the Main Library frequently is up 5 percent, while the proportion who visit branch libraries frequently is up by 10 percent.

Library Ratings Improve in All Categories

San Franciscans express high levels of satisfaction with the library system across all categories. Seventy-eight percent of residents give an "A" or "B" rating for library staff, an increase of 3 points over the 2007 results. Ratings for the Library's collections (including books and tapes) rose by 5 points and now match the highest ratings received for this question.

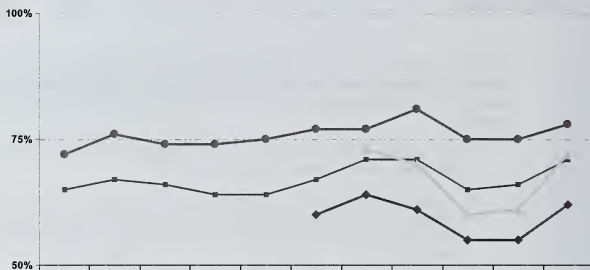
Positive ratings for programs and activities for children and youth under 18 years of age increased by 11 percentage points – more than any other area. The current finding nearly equals the 73 percent who gave a positive rating for youth programs in 2003, the first year the question was included in the survey.

Programs for youth have consistently received stronger ratings than those for adults, presumably reflective of the large number of youth-oriented programs available versus programming aimed at adults.¹ Sixty-two percent have a positive perception of programs and activities for adults 18 and over. This is up from 55 percent in 2007.

¹ 1,000 adult programs versus 7,800 children and teen programs offered in fiscal year 2007-08

Favorable Ratings of the Library System Improve Since 2007 (Proportion Giving an "A" or "B" Grade)

—●— Library Staff —■— Library Collections —◆— Adult Programming —◇— Children and Youth Programming

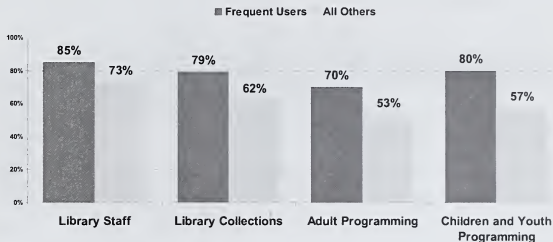


	1997	1998	1999	2000	2001	2002	2003	2004	2005	2007	2009
Library Staff	72%	76%	74%	74%	75%	77%	77%	81%	75%	75%	78%
Library Collections	65%	67%	66%	64%	64%	67%	71%	71%	65%	66%	71%
Adult Programming	-	-	-	-	-	60%	64%	61%	55%	55%	62%
Children and Youth Programming	-	-	-	-	-	-	73%	70%	60%	61%	72%

Frequent Users of Libraries Continue to Offer More Positive Ratings

Ratings of the Library system vary across several parameters. Frequent library users are more likely to have a positive impression of it in each of the four areas tested – repeating a trend seen in 2005 and 2007. Positive ratings for adult programs decline with income, from a high of 70 percent for those earning under \$25,000 a year to 51 percent for those earning \$100,000 a year or more. Positive ratings for youth programs are higher among less affluent residents, those with less than a high school education, and those under the age of 30.

Residents Who Use the Library Most Often Provide the Most Favorable Ratings (Proportion Giving an "A" or "B" Grade)



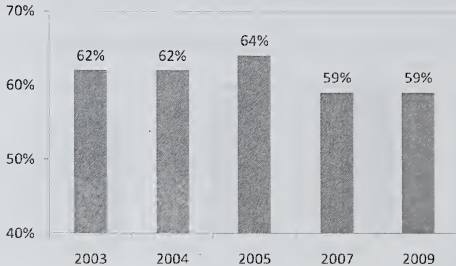
The Branch Library Improvement Program (BLIP), funded by the Branch Library Improvements Bond passed in 2000, is the largest capital improvement campaign in the history of the San Francisco Public Library. The program includes renovation of 16 libraries and construction of 8 new ones. Renovations have been completed in Excelsior, Sunset, West Portal, Marina, Western Addition, and Noe Valley, and brand new libraries are now open in Mission Bay, Portola, and Glen Park.

Those Who Visit the Library Are Doing so More Often

The percentage of residents visiting the Main Library appears to have remained constant since 2007, while branch library visitation has increased. In 2009, 65 percent of residents said they visited a branch library at least once in the past year, up slightly from 62 percent in 2007. In both 2007 and 2009, 59 percent² of residents reported visiting the Main Library over the course of the year. Although patronage levels are relatively high, there has been a slight decline in visits to the Main Library over the last two survey years which may be caused by new branch openings.

² Survey respondents may overstate actual visitation.

Patronage of the Main Library Has Tapered Slightly Over Time



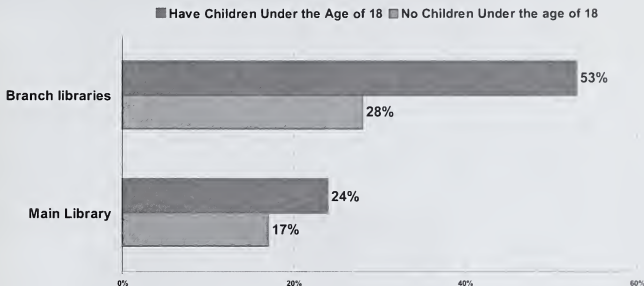
Household income and library use are highly correlated. The proportion of residents who say they never visited the Main Library or a branch library in the past year rises with income. While just 24 percent of the least affluent (those earning less than \$10,000 a year) say they did not visit the Main Library, 55 percent of the most affluent (those earning \$100,000 a year or more) gave this response. Just 26 percent of the least affluent did not visit a branch library in the past year, compared to 44 percent of the most affluent.

Those with children ages 17 or younger are far more likely to have been to a branch library in the past year (82 percent) than are those without children (58 percent).

Despite no change in overall rates of library visitation, the results show that those who visit the library are doing so more often. Nineteen percent of respondents said they went to the Main Library frequently (at least once a month), up from 14 percent in 2005 and 2007. This is the highest proportion to report frequent usage since the survey began in 1997. Similarly, 34 percent went to a branch library frequently, up from 24 percent in 2007 – the highest proportion since the question was first asked in 1997.

Those with children 17 years of age or younger are more likely to be frequent users of the Main Library or a branch library. In fact, they are nearly twice as likely as those without children of these ages to use a branch library frequently. The difference is less dramatic with regard to the Main Library.

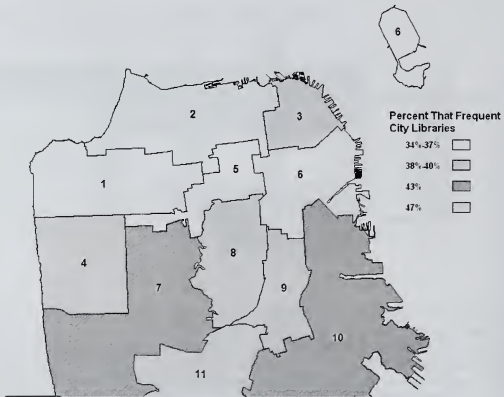
Those With Children Under 18 Years of Age Are More Frequent Library Visitors
(Proportion That Visit Frequently)



A number of demographic factors connected with the presence of children in the household also show a connection with library use. Those in households with four or more members are more likely to use a branch library frequently than are those in smaller households. And likelihood to visit the Main Library or a branch library frequently declines with age.

Overall, residents in District 11 are the most likely to be frequent users of the City's libraries. When visits to the Main Library are considered apart from visits to branch libraries, residents of Supervisorial Districts 1 and 2 emerge as the least likely to have been to the Main Library in the past year. Those in District 6 (53 percent) are least likely to have used a branch library, and those in Districts 4 (77 percent), 7 (71 percent), 9 (71 percent), and 10 (73 percent) are the most likely to have done so.

District 11 Contains Highest Percentage of Residents Who Frequently Visit City Libraries



In addition to traditional "visits" to library facilities, the Library reports increased usage in public computers and online services provided through the Library's website (www.sfpd.org) and numerous subscription databases. Visits to the Library's web pages have increased steadily since 2005, when this data was first captured, with a total of more than 13 million hits in fiscal year (FY) 2007-08 (4 percent to the Chinese and Spanish sites). Use of online tutoring services increased 37 percent between FY 2006-07 and FY 2007-08. To meet demand, the Library increased the number of public computers 23 percent in FY 2006-07 and 26 percent in FY 2007-08.

"I am always surprised by the excellent service the library has been able to offer despite the limited budget they are allotted. Give them a larger budget and the library will serve many more people." – Female, Age 60-74, District 3

"The library could use more books." – Female, Age 20-29, District 6

SURVEY RESPONSES

In general, how do you rate the City's libraries in the following categories?

	Failing F	Poor D	Average C	Good B	Excellent A	Number of Responses	Mean Score
Collections of books, tapes, etc.	1%	4%	24%	47%	24%	1,953	3.89/B
Assistance from library staff	1%	2%	18%	47%	32%	1,850	4.05/B+
Programs and activities for adults (18 and over)	2%	8%	28%	40%	21%	945	3.70/B
Programs and activities for children (under 18)	3%	5%	21%	48%	24%	885	3.85/B

In the past year, how often did you visit the City's libraries?

	Never 1	Once or Twice per Year 2	Several Times per Year 3	At Least Once per Month 4	At Least Once per Week 5	Number of Responses
The City's Main Library	41%	19%	21%	11%	8%	2,677
A branch library	35%	13%	17%	19%	15%	2,544

Note: Percentages may not total to 100% due to rounding.

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Chapter

7

Children, Youth and Families

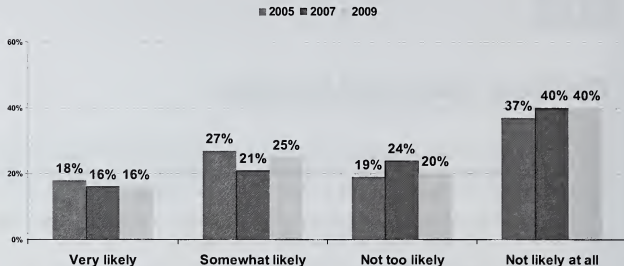
In 2009, families with children under 18 years of age show less inclination to leave the City than in years prior and appear to be making use of a variety of support services for their children. Specific findings include the following:

- Parents with older children are more likely to remain in the City than others, while parents of younger children are less likely to remain.
- Parents are making use of children's programs at an increasing rate. While there has been a substantial decline in the use of childcare programs for children under age 6, use of after-school programs, youth employment/career development services and counseling have all increased by a margin of 3 to 5 percent.
- Although the overall number of parents who send their child to a San Francisco school has declined, parents who do send their children to San Francisco schools, public or private, provide positive evaluations of their schools' performance.

San Francisco Families Are Now No More Likely To Leave Than Others

In contrast to the 2007 survey results, larger households and families with children no longer stand out as more likely to leave the City. Families with children under 6 years of age are the only exception to this trend and are more likely to report an intention to leave than are those with older children. The percentage of parents with young children considering a move has increased from 36 percent in 2007 to 41 percent in 2009 – though it remains lower than the 45 percent reported in 2005. Notably, parents with older children say they are more likely to remain in the City.

Households with Young Children (under 6) More Likely to Leave San Francisco



The demographic of respondents considering a move out of San Francisco is not limited to parents with young children. African Americans, respondents under age 30, and those who work less than 35 hours a week or have had less stable employment are also more likely to leave than others. There are some geographical differences as well, with respondents in Districts 2 and 3 and those in the Northern region of the City saying they are more likely to leave. Older residents, those who have been in the City more than 10 years, and those in Districts 7, 8 and 11 are less likely to move away.

"My grandchildren are pre-school age and my children are planning to leave the City to find better schools. The City is not child-friendly." – District 2 man, age 60-74

"There is a need to fix the school application process. We live across the street from Alvarado and will be unable to get our children into the school due to the completely broken school lottery. Families leave for a reason – the schools." – District 8 man, age 30-44

"I have deep concerns about elementary schools and access to them. The children should be able to go to schools in their own neighborhoods. That would be the main reason for me leaving San Francisco." – District 2 woman, age 30-34

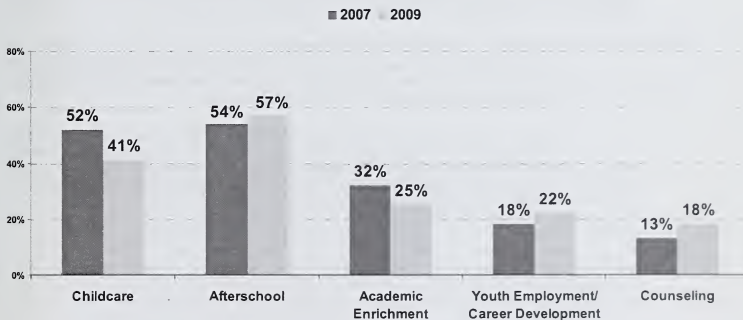
"My husband and I love being a part of our community here in San Francisco, but we're very concerned that we may have to leave because of the poor quality of available and affordable preschools and public kindergartens." – District 5 woman, age 30-44

Parents Use a Variety of Services and Programs for Their Children

San Francisco parents are taking advantage of a variety of programs for children in the City at an increasing rate, although some programs and services did experience declines. Use of after school programs, youth employment/career development services and counseling services has *increased* relative to their use in 2007. Parents are also among the most frequent users of City parks and libraries, well outpacing the proportion of residents without children who take advantage of these resources.

In 2009, the usage rates for several children's programs rose by 3 percent or more. The percentage of children age 6 to 13 in after school programs increased by 3 percent to 34 percent, with African Americans, Latinos and lower income parents more likely to take advantage of these services than others. Use of youth employment and career development services rose by 4 points to 22 percent of families who have children 14 to 17 years old. African Americans are the most likely to use these services. The use of counseling services also increased, from 13 percent in 2007 to 18 percent in 2009. Parents with older children and those with annual household incomes under \$50,000 appear more likely to use counseling services.

Usage of Children's Programs Has Shifted Since 2007



Parents with children 17 years old and younger are frequent users of programs and services. In addition, they are the most frequent users of parks and libraries. In contrast to increasingly higher participation in other areas, the percentage of parents with children 5 or younger using childcare services dropped to 41 percent – a 9 percent decline since the prior survey year. The decline in use appears to have less to do with the absence of need, cost, availability, distance or quality and more to do with other factors. Race and income appear to be important factors: Latino and upper-income residents are significantly more likely to use childcare, while African Americans and less affluent residents are less likely.

The use of academic enrichment programs also declined. In 2007, 32 percent said they used such programs, compared to 25 percent who say they currently use these services. The percentage of those who report that they do not need academic enrichment programs also declined. Expense was stated as the main factor contributing to the decline.

2009 marked the first year that parents were asked about their use of tutoring programs. Twenty-one percent of parents have children in tutoring programs, while 40 percent indicate that they do not need these services. African Americans, Latinos and parents with lower incomes are most likely to be taking advantage of these services, while Whites and those earning more than \$100,000 a year are the least likely.

"I have a daughter with Down's Syndrome and I'm a single parent and I need an afterschool program. We need more programs for kids age 12-16." – District 5 woman, age 30-34

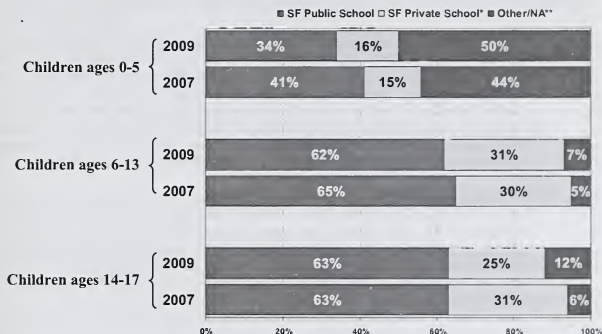
"I wish there were more public preschools that served upper-middle class families. We don't qualify for low-income assistance and find it hard to send our kids into public preschools and private preschools are so expensive." – District 8 woman, age 30-34

Age of Child and Household Income Play Significant Role in School Choice

One-quarter of respondents have children under 18 living in San Francisco. Overall, 47 percent of parents report sending their kids to a San Francisco public school, compared to 53 percent in 2007. The proportion of parents who send their children to a private school in the City is down from 28 percent in 2007 to 24 percent in 2009.

The percentage of parents with children between the ages of 6 and 17 who send their children to San Francisco schools – public or private – has declined somewhat, shifting from 95 percent in 2007 to 91 percent in 2009. The school-age children of African Americans, Whites, and those with household incomes of more than \$100,000 are less likely to attend school in the City.

Distribution of School Enrollment by Age of Child



*Some residents have children in both public and private school. For the purpose of this analysis, the SF Private School category includes parents who only have children enrolled in private school. Parents with at least one child in a San Francisco public school are included in the SF Public School category.

**Other/NA includes residents who have children 17 years of age or younger who live in San Francisco, but are not enrolled in a K-12 San Francisco school. For parents of children age 0-5, this category includes parents with children who are not old enough to enroll in kindergarten.

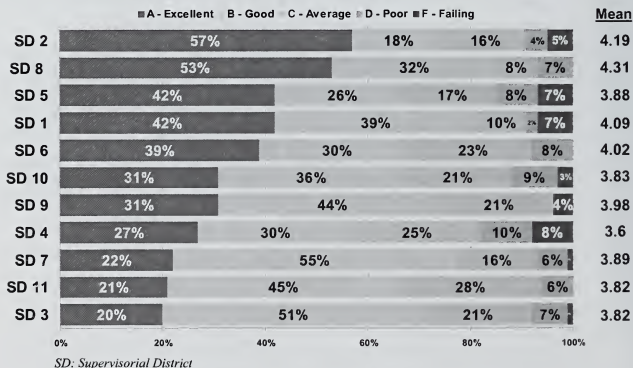
Children's age and household income emerge as the most significant factors in public versus private school choice. Parents of children between the ages of 6 and 13 are more likely to send their children to public school than are those with children in the upper grades. As in years prior, income drives school choice as well. More than four out of five parents with annual household incomes of \$100,000 or more send their children to private schools or those outside the City, which represents a 6 percent increase over the percentage who offered the same response in 2007. Ethnicity also plays a role – Asian and Pacific Islanders are twice as likely to send their children to the City's public schools in comparison to Whites. Latinos are also more likely to send their children to public schools than are parents of other ethnic backgrounds.

Parents Who Send Their Children to Public Schools Give Positive Ratings

Parents with children attending San Francisco schools were asked for the first time since the City Survey's inception to rate the quality of the school their child attends. While there is a substantial gap between the ratings given to public schools and those given to private schools, more than two-thirds of parents with children in the City's public schools (67 percent) rate their school as excellent or good, compared to 22 percent who would rate their child's school as average and 11 percent who rate their school's performance negatively. Eighty-seven percent of parents with children in private schools rate their child's school as excellent or good, while only 11 percent would say their child's school is average.

Although parent satisfaction with public schools appears to be fairly broadly shared among survey respondents, sentiments vary by ethnicity and the age of the child. Whites are more satisfied with the quality of their child's school than respondents of other backgrounds, while African Americans are more likely to rate the schools their children attend as average. Parents with children ages 14 to 17 are more likely to register dissatisfaction with their public school in comparison to parents with children ages 6 to 13. Notably, however, less than one in five parents across all major demographic subgroups would rate their child's school as poor or failing. Parents who take advantage of after school programs or tutoring are more likely to express satisfaction with the school their child attends.

Few Parents Describe Their Child's School as Poor or Failing (Ranked by A - Excellent)



SURVEY RESPONSES

**Do you have any children in the following age groups who live in San Francisco?
Circle all that apply.***

No Kids/No Kids in SF	0-5 years	6-13 years	14-17 years	Number of Responses
1	2	3	4	
75%	13%	11%	6%	2,590

Do your children attend school in San Francisco (Kindergarten through 12th grade)?*

No	Yes - Public School	Yes - Private School	Number of Responses
1	2	3	
31%	47%	28%	541

Are you using the following services for your children (private or public)? *

	Yes	No - Don't Need	No - Other (see below)	Number of Responses
	1	2	3-7	
Childcare (0-5)	41%	21%	38%	244
Afterschool program (6-13)	57%	17%	26%	234
Tutoring	20%	38%	42%	475
Academic enrichment	25%	31%	44%	457
Youth employment/career development	22%	27%	50%	459
Counseling	18%	39%	43%	458

* One respondent can have children in more than one category.

	No - Too Expensive	No - Not Available	No - Too Far	No - Poor Quality	No - Other Reasons
	3	4	5	6	7
Childcare (0-5)	11%	2%	1%	2%	22%
Afterschool program (6-13)	7%	5%	0%	1%	14%
Tutoring	9%	3%	1%	3%	26%
Academic enrichment	10%	5%	1%	2%	26%
Youth employment/career development	12%	6%	1%	2%	29%
Counseling	6%	4%	0%	2%	31%

In the next three years, how likely are you to move out of San Francisco?

Very Likely	Somewhat Likely	Not Too Likely	Not Likely at All	Number of Responses
1	2	3	4	
12%	19%	25%	44%	2,719

Note: Percentages may not total to 100% due to rounding.

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Chapter

8

Recycling

San Francisco recovers 70 percent of the materials it discards, bringing the City ever closer to its twin goals of 75 percent landfill diversion by 2010.

San Francisco was the first large city in the U.S. to collect food scraps for composting. Today, hundreds of thousands of residents and about 2,000 businesses send over 300 tons of material each day to Norcal's Jepson-Prairie composting facility. Food scraps, plant trimmings, soiled paper, and other compostables are turned into nutrient-rich soil.

The City's goal for the future is to divert even more compostables: the organic material (almost 27 percent of which is compostable food) that still makes up more than 36 percent of the San Francisco's landfill volume. To help achieve this goal, questions identifying barriers to composting were added to this year's survey.

A high percentage of San Francisco residents have access to a green curbside recycling cart and survey results indicate that a majority of residents who have access to a cart are putting them to use. Specific findings include the following:

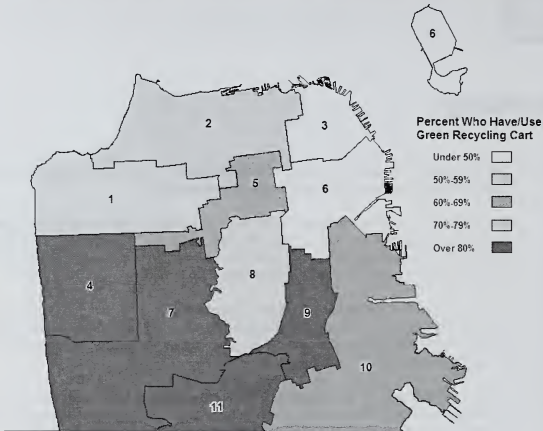
- Older residents and those who have lived in the City for a longer period of time are most likely to use a green curbside recycling cart. Household size and income are also correlated with cart usage.
- Residents who have access to a cart, but opt not to use it, express concern over cleanliness and pests, or uncertainty of the cart's purpose.
- Although, usage of carts is relatively high across all major subgroups, African Americans and younger residents are slightly less inclined to make use of them.

Long-Time, Older Residents More Likely to Use a Green Curbside Recycling Cart

Overall, 64 percent of respondents say they have a green curbside recycling cart available. Ninety percent of residents who have access to carts use them.

The respondents most likely to use a green curbside recycling cart fit a certain demographic pattern: they tend to be residents with large households or children living at home, who lived in San Francisco for many years, and express little intention of moving out of the City. Older residents and residents with higher incomes are also more likely to have and to use the carts. There is very little variation in cart use, however, across residents of different ethnicities or education levels.

Use of Green Carts Concentrated in the Southwestern Part of the City



Use of the carts is highest in Districts 1, 4, 7, 8, 9 and 11, with three-quarters or more of respondents having access to carts. Cart use is lowest in District 6, where only 34 percent of respondents have green recycling carts. District 3 is the only other supervisory district where less than 40 percent of respondents have access to carts. Overall, access to carts is much higher in the Southeast and West regions, and lowest in the North.

Only a few subgroups of the population have a slightly heightened tendency to have – but not use – a green cart. These include African Americans, residents under the age of 20, and those who have been living in San Francisco for less than a year. Even among these groups, however, only 1 in 10 say that they have a cart but do not use it.

Messiness and pest concerns are the main reasons residents do not use green recycling carts

One-third of residents cite messiness as the number one reason for not recycling compost. Not being sure what to put in the cart and pest concerns were the next two barriers to green curbside recycling cart usage.

The demographic groups most likely to be uncertain of the recycling cart's purpose are similar to those who do not have carts. They include those residents who report being likely to move away from San Francisco, those who have lived in the City less than a year, residents who fall into the 20 to 29 age bracket, and lower-income residents.

Reasons for not using the cart vary across districts. Residents in Districts 2, 5 and 6 cite uncertainty of carts purpose as the number one barrier. Respondents in Districts 8 and 9 are more concerned about messiness, while those in Districts 3, 5 and 9 are more likely to cite pest concerns. District 1 has the highest incidence of people (20 percent) not using the cart due to having their own backyard composting.

"Compost and recycling: I'm very happy with the program the city has but I feel more apartment renters don't use it, often due to lack of landlord support." – District 5 woman, age 20-29

"Recycling program is completely insignificant. Only paper, glass, and bottles. What about all the plastic?" – District 9 man, Age 60-74

SURVEY RESPONSES

Do you have access to a green curbside recycling cart, and if so what do you put in it?

Do not have a cart	Use it for food scraps	Use it for soiled paper	Use it for yard trimmings	Have cart but never use it	Number of Responses
36%	38%	27%	40%	7%	2,656

Which factors, if any, discourage you from using a green collection cart for compostable waste?

Not sure what to put in the cart	Lack of time	Messiness	Pest concerns	You do your own backyard composting	Other	Number of Responses
23%	14%	36%	25%	13%	12%	1,009

Note: Respondents could offer more than one response.

Chapter

9

Technology

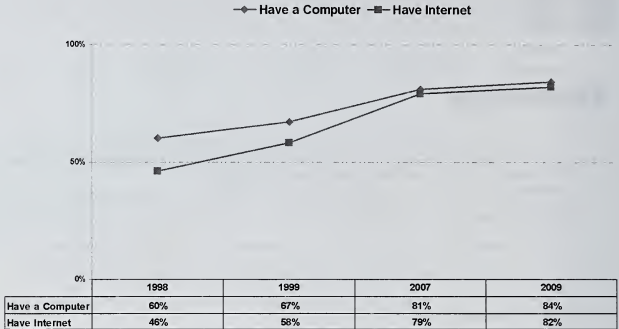
San Franciscans' access to computers and the Internet continues to increase, but is not shared equally by all subgroups of the population.

- More than four in five San Franciscans are on-line and have Internet access, representing increases over prior years.
- People of color, older, and lower-income residents are less likely to have access to computers.
- Four in five San Franciscans with Internet access have a high-speed connection.
- More than two in three San Franciscans have used a computer – other than their own – outside the home in the past year.

San Franciscans are Increasingly Online, but Disparities Persist

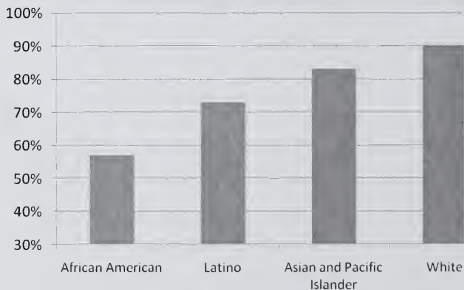
The 2009 City Survey shows that access to computers and the Internet has increased, continuing the trend seen for the past decade. More than four in five San Francisco households have a personal computer at home (84 percent), reflecting a 3 point increase since 2007. Virtually all of those who have a computer use it to access the Internet; 82 percent report having Internet access from home, up from 79 percent in 2007 and just 40 percent in the 1998 survey. While recent year-to-year increases in computer and Internet access have been slight, the overall change since 1998 has been more dramatic: computer access is up 24 percent and Internet access up 36 percent since the subject was introduced in the 1998 City Survey.

Steady Increase in Computer Access Since 1998



As has been the case in prior years, there are significant differences in access to computers among demographic groups within the San Francisco population. While the proportion of all ethnic groups that have access to a computer has increased since 1998, access among people of color – particularly African Americans and Latinos – continues to trail access among White San Franciscans.

Home Computer Access Remains Lower for People of Color



There also remain significant differences in computer access by age, income, and educational attainment. Less affluent residents, and those with lower levels of formal education, are less likely to have access to a computer at home. Older residents are also much less likely to have access to a computer at home than are younger residents; in fact, less than half of those age 75 and over say they have access to a computer at home.

Differences by region, however, have become minimal. Those in the Western region are most likely to have computer access (88 percent), but rates of computer access in the North, Central, and Southeast Regions – while lower – still exceed 80 percent.

Geographic Differences in Computer Access Have Diminished, but Demographic Disparities Remain

Subgroup	Have a Computer	No Computer at Home	Subgroup	Have a Computer	No Computer at Home
North Region	85%	15%	Under age 30	85%	15%
Central Region	82%	18%	Age 30 to 44	92%	8%
Southeast Region	82%	18%	Age 45 to 59	90%	10%
West Region	88%	12%	Age 60+	64%	36%
High School Graduate	62%	38%	Household income under \$25,000	62%	38%
Some College	80%	20%	\$25,000 to \$49,999	82%	18%
College Graduate	94%	6%	\$50,000 to \$99,999	94%	6%
			\$100,000 or more	99%	1%

Most San Francisco Internet Users Have a High-Speed Connection

For the first time in this year's survey, residents with Internet access at home were asked what type of connection they had. More than three-quarters (80 percent) reported having some type of high-speed connection – either DSL, cable, T1, or a similar alternative. Just under one-quarter reported having a wireless connection (23 percent). Only 1 in 10 reported relying on a dial-up connection.

Many of the same demographic factors that are connected with a lack of access to the Internet are also correlated with the lack of a high-speed connection among those who do have Internet access. These included residents age 60 and over, those with no more than a high school degree, and African Americans. Even among these groups, however, no more than one-quarter reported relying on a dial-up connection – reflecting that high-speed connections are prevalent among nearly every segment of San Francisco's Internet users.

Not surprisingly, those with higher levels of income are also more likely to have high-speed connections, which are typically more expensive than dial-up. More than seven times as many residents in households with annual incomes under \$50,000 use a dial-up connection (15 percent) than in households with incomes over \$100,000 (2 percent).

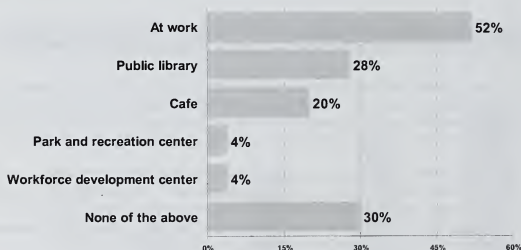
Those who have lived in San Francisco for less than one year were also disproportionately likely to use a dial-up connection – perhaps because they had not yet had the opportunity to establish a high-speed connection at their new place of residence.

Two in Three San Franciscans Use Computers Outside the Home

Survey respondents were asked to indicate whether they had used a computer – other than their own – at a number of locations outside of their home in the past year. Two-thirds of those surveyed reported that they had, with a workplace being the most frequent site of computer use outside the home. Not surprisingly, use of computers in the workplace rose in correlation with hours worked: while more than three quarters of those working at least 35 hours per week report having used a computer at the workplace in the past year, the figure is only 23 percent among those who work less than 15 hours. The likelihood of using a computer at work also rises with income and education.

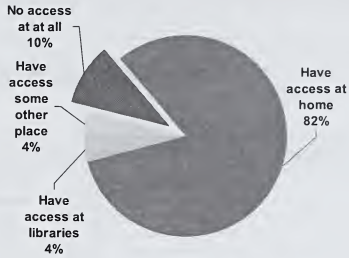
The next-most frequent site for computer use outside the home was public libraries. Overall, just over one-quarter of San Franciscans report having used a computer at a public library in the past year, with particularly high rates of use among those under age 20 (63 percent), African Americans (54 percent), parents of children aged 6 to 13 (46 percent) and those with less than a high school education (43 percent). Those with particularly large households (with five or more members) were also more likely to use computers at public libraries, with 44 percent of those polled availing themselves of this option.

Most San Franciscans Have Used a Computer at Work in the Past Year



Taken together, these questions make it possible to estimate the portion of San Francisco residents with no access to the Internet at all. Most (82 percent) have access to the Internet at home. An additional 4 percent have access to computers in libraries, and a further 4 percent at some other location. The remaining 10 percent of San Franciscans – those with no Internet access at home, who have not accessed a computer at another location in the past year – are those who appear to lack any regular access to the Internet.

About One in Ten San Franciscans Lack Access to the Internet



SURVEY RESPONSES

Does anyone in your household:

	Yes	No	Number of Responses
Have a personal computer at home?	84%	16%	2,718
Use a personal computer to reach the Internet from home?	82%	18%	2,630

What kind of Internet connection do you have?

	DSL, Cable, T1 or Other High-Speed	Dial-Up Telephone Line	Wireless Connection	Don't Know	Number of Responses
	80%	9%	23%	1%	2,113

**Note: Respondents could select more than one response*

In the past year, have you used a computer – other than your own – at any of these locations?

	Public Library	Park and Recreation Center	Workforce Development Center	Cafe	At Work	None of the Above	Number of Responses
	28%	4%	4%	20%	52%	30%	2,576

**Note: Respondents could select more than one response*

Chapter 10

Demographic Information

Survey Respondents and the San Francisco Population

The following tables show the demographic characteristics of survey respondents. Where available, information on the San Francisco population is included to show how well the survey sample represents the population. Unless otherwise indicated, comparison data refer to adult San Franciscans. Data comes from the decennial U.S. Census; the American Community Survey (ACS), which is conducted annually by the Census Bureau; or projections by the California State Department of Finance.

Chapter 11 discusses how the sampling method has been used to attempt to correct for the differences between the survey population and the general population. Overall, the demographic profile of respondents to the 2009 survey is highly similar to that observed in prior years.

Individual Characteristics

Reflecting patterns observed in prior years' surveys, the data underrepresents residents under age 45 and people of color relative to the general population of San Francisco. Men are also slightly underrepresented in the survey sample. The only point of comparison for estimates of the lesbian, gay, bisexual, and transgender (LGBT) population is prior years' surveys, which are highly consistent with the current year.

What is your age?

	Under 20	20-29	30-44	45-59	60-74	Over 74	Number of Responses
2009 City Survey	1%	8%	28%	29%	21%	12%	2,675
2007 American Community Survey	2%	15%	36%	24%	13%	10%	

What is your sex?

	Female	Male	Number of Responses
2009 City Survey	54%	46%	2,686
2007 American Community Survey	49%	51%	

Which of these comes closest to describing your ethnic background?

	African American / Black	Asian or Pacific Islander	Latino/ Hispanic	Native American/ Indian	White/ Caucasian	Mixed Ethnicity	Other	Number of Responses
2009 City Survey ¹	5%	21%	6%	1%	60%	1%	5%	2,628
CA Dept of Finance Estimation 2002-2004	7%	31%	14%	<1%	45%	3%	<1%	

Which of these comes closest to describing your sexual orientation?

	Bisexual	Gay/ Lesbian	Heterosexual/ Straight	Number of Responses
2009 City Survey	4%	14%	82%	2,530
2007 City Survey	3%	14%	83%	2,970

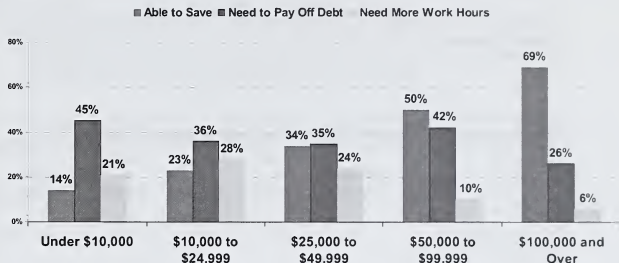
Employment, Income and Education

Respondents to the survey are somewhat less likely to be employed full-time than are residents of the City at large. In the 2007 City Survey, 29 percent of respondents were not working compared to 31 percent in 2009. Survey respondents are significantly more likely to have college degrees than are members of the San Francisco population at large, a trend that has been evident in prior years' surveys as well.

For the first time in this year's survey, respondents were asked to indicate whether they agreed with each of a series of three statements about their household's financial status: "I need to pay off some debt," "I am able to save some money," or "I need to work more hours to cover basic expenses." Not surprisingly, the strongest correlations on this issue were by household income. While more than two-thirds (69 percent) of those in households with incomes over \$100,000 reported being able to save some money, for those in households with incomes under \$10,000 the equivalent figure was 14 percent. The data also indicates that while few households – even those with low levels of income – indicate a need to work more hours to cover expenses, there are sizable groups that say they need to pay off some debt. Among those with incomes under \$100,000, over one-third report a desire to pay off some debt. More than one-quarter of households with incomes over \$100,000 need to pay off debt.

¹ The San Francisco City Survey respondents have historically included fewer Asian and Pacific Islander, Latino/Hispanic, African American, and more White respondents.

Savings Rates Vary Greatly by Household Income, But Need to Pay Off Debt Varies Much Less



The results reveal connections between a number of other demographic variables and San Franciscans' perceptions of their financial situation. There is a notable difference by gender, with 48 percent of men saying they are able to save some money in comparison to 39 percent of women. This difference cannot be explained entirely by different rates of labor force participation: men are only slightly more likely than women to be employed full-time. In addition, both African Americans and Latinos are far less likely than either Whites or Asian and Pacific Islanders to say that they are able to save some money, and are more likely to say that they need to pay off some debt.

Residents' financial situations do not appear to drive their relative levels of interest in moving out of San Francisco. Just 33 percent of those who say they need to work more hours to cover basic expenses indicate that they are likely to move out of San Francisco in the next few years, compared to 30 percent of those who are able to save some money.

Age appears to be the primary factor connected to the frequency with which San Franciscans change jobs. While one in five residents under age 30 reports having changed employers at least three times in the previous five years, that proportion declines with age. Just 2 percent of those age 60 and over report changing jobs with that same level of frequency.

How many hours a week do you work in paid employment?

	None	1 to 14	15 to 34	35 or more	Number of Responses
2009 City Survey (population aged 18 to 74 years old)	31%	6%	11%	52%	2,312
2007 American Community Survey (population aged 16 to 64 years old)	18%	3%	14%	65%	

How many times have you changed employers in the past five years?

	None	1-2 times	3-5 times	6-10 times	Number of Responses
2009 City Survey (population aged 18 to 74 years old)	59%	32%	9%	1%	2,247

No statistics on employment tenure are available for comparison.

What was your household's total income before taxes in 2008?

	Less than \$10,000	\$10,000 to \$24,999	\$25,000 to \$49,999	\$50,000 to \$99,999	\$100,000 or more	Number of Responses
2009 City Survey	8%	13%	20%	27%	31%	2,269
2007 American Community Survey (Household income and benefits, as % of households)	7%	15%	18%	27%	33%	

After you have covered your basic expenses (housing, child care, health, food, transportation, and taxes), which of the following describes your circumstances?

	I need to pay off some debt	I am able to save some money	I need to work more hours to cover basic expenses	None of the above	Number of Responses
2009 City Survey	31%	45%	14%	20%	2,542

Multiple responses were accepted; no statistics are available for comparison.

What is the highest level of education you have completed?

	Less than high school	High school	Less than 4 years of college	4 or more years of college/ post graduate	Number of Responses
2009 City Survey	4%	10%	23%	62%	2,696
2007 American Community Survey	15%	16%	22%	47%	

Household and Family Status

The 2007 American Community Survey shows that 42 percent of San Francisco households consist of one person, compared to 34 percent of City Survey respondents. Twenty-one percent of survey respondents indicate that they have one or more children in their household.

How many people live in your household?

	1	2	3	4	5 or more	Number of Responses
2009 City Survey	34%	37%	13%	11%	5%	2,681
2007 American Community Survey (households)	42%	31%	12%	9%	6%	

Are there any children under age 18 in your household?

	Yes	No	Number of Responses
2009 City Survey	21%	79%	2,594
2007 American Community Survey (households)	19%	81%	

Residence in San Francisco

As in previous years, the survey underrepresents those who have moved to the City in just the past five years.

How long have you lived in San Francisco?

	Less than 1 Year	1-4 Years	5-9 Years	10-19 Years	Over 19 Years	Number of Responses
2009 City Survey	3%	11%	13%	20%	53%	2,727
City Survey categories combined:	14% Less Than 5 Years		86% Five or More Years			
2000 Census	50% Less Than 5 Years		50% Five or More Years			

Health Status

For the first time, the City Survey includes a question on physical and mental health condition. Twenty-five percent of San Franciscans report having a physical or mental health condition that affects their daily lives, and even fewer report that another member of

their household has such a condition.² Thirty-one of all survey respondents report that they or a member of their household is affected by one of the physical or mental health conditions listed.

San Franciscans in Households Affected by Physical or Mental Health Conditions Tend to be Older, Less Affluent

Subgroup	San Franciscans in Households Affected by a Health Condition	San Franciscans in Households NOT Affected by a Health Condition
Under age 30	16%	18%
Age 30 to 44	24%	41%
Age 44 to 59	25%	24%
Age 60+	36%	17%
White	34%	47%
African American	13%	4%
Latino	16%	12%
Asian/Pacific Islander	29%	30%
Bisexual	6%	4%
Gay/Lesbian	19%	12%
Heterosexual	75%	84%
Employed 35+ Hours per Week	32%	61%
Employed Part Time	21%	15%
Not Employed	47%	23%
High School or Less	29%	13%
Some College	30%	21%
College Graduate	41%	66%
Household income under \$50,000	53%	37%
\$50,000 to \$99,999	21%	28%
\$100,000 or more	15%	36%
Total	31%	69%

Specific subgroups are more affected by health conditions than others. More than one-third of those affected by a health condition are age 60 or older (36 percent) compared to just 17 percent of those who are not affected. They are also more likely to be African American and more likely to identify as gay, lesbian or bisexual. Their socioeconomic

² These figures may understate the prevalence of these conditions, given that some survey respondents may prefer not to disclose their health status.

status also differs from those San Franciscans whose households are not affected by a health condition: the impacted population is less likely to be working, has a lower household income, and has a lower level of formal education.

Do you have any of the following physical or mental health conditions that affect daily life?

	Difficulty standing, walking or climbing	Blindness or low vision	Chronic illness, e.g. diabetes, HIV, asthma	Deafness or difficulty hearing	Mental health issue such as depression or anxiety	Cognitive disability such as Down's, TBI or a learning disability	Number of Responses
2009 City Survey	12%	4%	10%	4%	6%	1%	2,763

Multiple responses accepted; no public health statistics are available for comparison.

Does any member of your household have any of these conditions?

	Difficulty standing, walking or climbing	Blindness or low vision	Chronic illness, e.g. diabetes, HIV, asthma	Deafness or difficulty hearing	Mental health issue such as depression or anxiety	Cognitive disability such as Down's, TBI or a learning disability	Number of Responses
2009 City Survey	4%	2%	5%	2%	3%	2%	2,763

Multiple responses accepted; no public health statistics are available for comparison.

Neighborhood

The geographic distribution of survey respondents by ZIP code closely mirrors that of the general population.

ZIP code			
ZIP Code	2009 City Survey	2000 U.S. Census (Households)	Number of Responses
94102	5%	5%	2,671
94103	4%	3%	
94104	<1%	<1%	
94105	1%	<1%	
94107	3%	3%	
94108	2%	2%	
94109	9%	10%	
94110	8%	8%	
94111	1%	1%	
94112	6%	6%	
94114	5%	5%	
94115	5%	5%	
94116	5%	5%	
94117	5%	6%	
94118	6%	5%	
94121	5%	5%	
94122	7%	7%	
94123	4%	4%	
94124	3%	3%	
94127	3%	2%	
94129	1%	<1%	
94130	<1%	<1%	
94131	5%	4%	
94132	3%	3%	
94133	3%	4%	
94134	3%	3%	

Note: Percentages may not total to 100% due to rounding.

Chapter

11

Survey Process and Methodology

Purpose of the Survey

The 2009 City Survey is part of an ongoing effort to measure and improve the performance of City government in San Francisco. Increasingly, government auditor-controllers are reporting on "service efforts and accomplishments" as well as financial performance. In San Francisco, this coincides with the 2003 passage of Proposition C, a voter-approved charter amendment that designated the Controller as "City Services Auditor," charged with monitoring the level and effectiveness of City services. The City Survey helps the Controller's Office meet this mandate by directly asking the users of City services for their opinions.

This is San Francisco's twelfth City Survey (formerly called Citizen Survey). Our core set of questions about streets and sidewalks, parks and recreation, libraries, public transportation, public safety, and overall rating of local government remains the same as it has in many years' prior surveys.

This year's survey continued a number of new questions introduced in the 2007 survey focusing on residents' attitudes toward trees in their community and their preparations for a major disaster, and expanded a series of questions dealing with their use of computers and the Internet. It also included several new questions on residents' use of green recycling carts and the impact on their household of physical or mental conditions that affect their daily life. These new questions replaced questions on health insurance, water quality, and a more detailed series of questions on residents' sources of information about City programs, services, and events.

How Survey Results Are Used

Several City departments use results of our biennial survey to measure performance toward their service goals. These departments include the Municipal Transportation Agency (Muni), the Department of Public Works, the Police Department, the Recreation and Park Department, and the Public Library. Their performance measures are included each year in the Mayor's budget presentation and have been part of the Board of Supervisors' budget discussions. The survey results are most useful when considered in combination with other indicators – for example, feelings of safety may be tracked along with crime rates, and satisfaction with Muni along with the department's own measures of on-time performance.

How the Survey Questions Are Developed

As in past years, the 2009 City Survey questions were developed to meet the following criteria:

- (1) The services or issues in question are of concern to a large number of San Franciscans;
- (2) Services are visible to or used by enough people that a large number of survey respondents can rate them;
- (3) Survey questions provide information that is not more easily obtained from another source; and
- (4) All questions fit on a one-piece mailer or a 20-minute telephone interview, and do not take so long to complete as to discourage responses.

The omission of a service area in the survey questionnaire does not necessarily reflect a lack of importance to the City, but may result from limits on the length of the survey, or an assessment that a citywide survey is not the best way to measure performance in that area. For example, we removed questions about the Fire Department from the survey after learning in 1996 that only a small proportion of our sample had sufficient experience to give an opinion of these services. In interpreting the results of the survey, it is worth noting that many factors influence the ratings of a particular service, including different expectations for different types of services. Similar surveys in other cities have found that certain services are consistently rated more highly than others. For example, libraries get higher ratings than transit in other cities, as well as in San Francisco.

Survey Methods and Response Rates

We surveyed a total of 2,770 San Franciscans using a mailed questionnaire, telephone interviews and the option to complete the survey over the Internet. Of the total sample, 65 percent were surveyed by mail, 29 percent by telephone, and 6 percent on the Internet. Only those who had been contacted by telephone or mail were eligible to complete the survey on the Internet.

The survey research industry has documented a decline in cooperation rates in recent years, a trend consistent with the City Survey's overall cooperation rates. Cooperation rates for both phone and mail surveys were down relative to prior years – in each case, at least six points lower than those observed since 2000. Some of this drop is likely attributable to industry-wide declines in survey participation rates, while other small modifications to this year's survey methodology (omission of an introductory pre-mailing postcard, an increase in the length of the survey, addition of questions on sensitive issues like health status, changes to the mail survey layout, omission of messages left on answering machines, etc.) may have also played a role.

As in prior years, the City Survey's telephone respondents give higher quality ratings than mail respondents on most items. Internet respondents do not follow a specific pattern: on some questions they respond more like mail respondents and on others they answer similarly to the phone respondents.

Written Questionnaire

In January 2009, Fairbank, Maslin, Maullin & Associates sent questionnaires to 11,000 randomly selected San Franciscans, with a letter explaining the purpose of the survey and how to complete it. We also sent a second copy of the survey with a reminder letter a few weeks later to those households that did not respond to the initial mailing. The number of potential respondents dropped to 10,692 due to surveys that were undeliverable because of incorrect or out-of-date addresses. By early March (our cutoff point to start analyzing results), we had received 1,821 responses, for a cooperation rate of 17 percent (compared to 27 percent in 2007 and 2005 and 23 percent in 2004). The cooperation rate for mail respondents measures the number of survey questionnaires returned out of the total number of valid addresses.

The mailed version of the survey included instructions in Chinese and Spanish for potential respondents who wished to complete the survey in either of those languages. The mailer also provided the website address to complete the survey online in English, Chinese or Spanish. We numbered each questionnaire to track responses, but asked respondents to remove the page with their address. The numbering system enables us to send follow-up mailings only to those who have not responded, and also allows us to analyze responses by area of the City. The numeric code on the questionnaire also served as a passcode that allowed respondents the opportunity to complete a single survey on the Internet.

Survey respondents were promised anonymity as a condition of their participation in the survey, in order to ensure that they felt free to answer questions openly and honestly. Individual responses have been kept confidential.

Telephone Interviews

For the ninth year, we also surveyed San Franciscans by telephone. The 802 interviews included the same questions as the written questionnaire. The cooperation rate was 33 percent, out of 2,430 individuals who were contacted and asked to participate in a telephone interview. The cooperation rate was 40 percent in 2007, 36 percent in 2005, 53 percent in 2004 and 38 percent the two prior years. The telephone cooperation rate measures the percentage of respondents who at least partially complete a telephone interview out of the number of eligible respondents reached. Cooperation rates have been declining in the telephone survey industry for the past seven years, largely due to increased telemarketing activity.

Fairbank, Maslin, Maullin & Associates conducted the telephone interviews between February 9 and 26, 2009. Respondents were screened for age (18 or older), San Francisco residency, and ability to understand English, Chinese, or Spanish. To select a random member of each household contacted, interviewers asked to speak to the member of the household who had celebrated a birthday most recently. In addition, soft quotas were established for age and gender to correct for the tendency of older and female respondents to be more likely to answer the phone. At least four attempts were made to complete an interview at each phone number included in the sample.

Sample Sources

As in 2007, the mail sample was drawn from the Delivery Sequence File (DSF), a list of all deliverable addresses from the US Postal Service. We addressed surveys to "San Francisco Resident." The number drawn in each zip code reflects that area's proportion of the adult population of the City, adjusted for low response rates in some zip codes in previous years.

Scientific Telephone Samples, a professional telephone sampling company, randomly generated telephone numbers for interviews. The numbers were drawn from a comprehensive cross-section of listed and unlisted residential telephone numbers. Telephone numbers were selected in the same proportion that each zip code contributes to the San Francisco population. Telephone respondents were asked their cross-streets, but not names or addresses.

How Well Do the Survey Respondents Represent San Franciscans?

Respondents to the 2009 City Survey differ in some respects from the San Francisco population. In comparing demographic characteristics of respondents with data on San Franciscans as a whole, we find that survey respondents:

- are more educated;
- include fewer Asian and Pacific Islander, Latino, and African American and more White respondents;
- are more likely to be over 44 years old; and
- are less likely to live alone.

These patterns were evident in the 2007 survey results as well.

Some of the distortion in our sample is a result of the population we are able to reach—the composition of our mailing list and the distribution of telephone numbers. Another source is non-response bias, which occurs when those who choose to respond differ in demographic characteristics, and opinions, from those who do not respond.

Mail and telephone survey samples are selected by zip codes, and some zip codes were oversampled to correct for historical response rates. In areas where response rate is historically lower than average, a higher percentage of addresses or telephone numbers are selected, and fewer are selected from zip codes where the survey traditionally has higher than average response rates.

Post-stratification weights were used to correct for uneven zip code, age, gender, and racial/ethnic group representation in the sample so that the results more closely model the demographic and geographic distribution of San Francisco's adult population. A total of seven mail survey respondents were excluded from the analysis, because they removed the code identifying their zip code from the questionnaire and declined to answer questions about their gender, age, or ethnicity. Unless otherwise noted, the data described in this report reflect the application of these weights.

Interpreting the Results

The survey data was analyzed using statistical methods to determine whether differences of opinion between groups observed in the sample represent real differences in the population of San Franciscans. Differences between groups described in this report are “statistically significant,” that is, they indicate differences in the population. A statistically significant difference between groups is greater than its margin of error. It is large enough, compared to the difference that sampling error alone might produce, that we can be confident it represents a difference in the population of San Franciscans.

With a total sample size of 2,763, the estimated sampling error for this survey is approximately ± 1.9 percent at the 95 percent confidence level. This means that we are 95 percent confident that all adult San Francisco residents would produce responses to each survey question within approximately one percentage point of the results obtained from this sample. For example, 56 percent of survey respondents indicate that they believe there are “not enough” trees in San Francisco. Statistical theory states that if we repeated random samples of this size of San Francisco households, we could expect that 95 percent of the time between 54 percent and 58 percent of the respondents would say that there are not enough trees in the City. Sampling errors are larger for subgroups of the sample.

Throughout the report, percentages listed for response categories to different questions may not total to 100 percent because of rounding.

Analysis by Neighborhood and Supervisorial District

For the sixth survey year, we have included analyses by the City’s 11 supervisorial districts. We also grouped the districts into four larger regions to allow for geographic analysis with larger sample sizes.¹ The four areas are as follows:

Central: Districts 5, 6 and 8 (Civic Center, South of Market, Western Addition, Haight, Buena Vista, Fillmore, Castro, Noe Valley, Diamond Heights, Glen Park, Twin Peaks, Glen Canyon Park, Treasure Island).

North: Districts 2 and 3 (Financial District, Russian Hill, Nob Hill, North Beach, Chinatown, Telegraph Hill, Pacific Heights, Laurel Heights, Presidio Heights, Seacliff, Marina, Presidio, Cow Hollow).

Southeast: Districts 9, 10 and 11 (Mission, Potrero Hill, Bernal Heights, Bayview, Hunters Point, Excelsior, Ingleside, Visitacion Valley, Portola, Ocean View).

West: Districts 1, 4 and 7 (Richmond, Sunset, West Portal, St. Francis Wood, Miraloma Park, Forest Hill, Parkside, Stonestown, Park Merced).

The relatively few responses from people who could not be associated with a specific district are excluded from the neighborhood analysis.

Appendix A includes survey responses by district.

¹ Using large areas allows for sample sizes large enough to detect differences among groups. Boundaries were chosen to provide demographic as well as geographic similarity. No grouping scheme is ideal for all questions.

Changes Over Time

Throughout the report, our observations on trends in the responses to the City Survey cover the years 1997 through 2009. Although the City conducted a survey in 1996, we used a different sampling method, and consequently the people who responded to the survey differed from the respondents in subsequent years, in both opinions and demographic characteristics. The 1996 findings are not comparable to the later surveys for measuring trends.

Data presented in this report for the years 1997 through 2007 have been weighted to adjust for disproportionate representation of some districts of the City, using the most recently available demographic data. The results presented in this report supersede those of previous years.

Acknowledgments

Fairbank, Maslin, Maullin and Associates (FMM&A) oversaw the design, implementation and reporting of the 2009 City Survey. FMM&A Senior Vice President David Metz directed the project, as part of a team with Senior Researcher Shakari Byerly and Researcher Varoon Modak. Rose Geyer and Renato Villacorte processed the data and developed maps. Liz Mares-Kim designed the graphics.

FMM&A subcontractors supporting the project included OMNI Digital Media (survey printing and mailing), McGuire Research Services (telephone interviewing), EMH, Inc. (data entry), Jungle Communications (translation), and GMI (web survey interface).

In the Controller's Office, Mary Ellen Carroll and Kristen Guhde directed the project. Andrew Murray, Peg Stevenson and Joanne Held edited the survey instrument and read drafts of the report. We also thank the Public Research Institute (PRI) at San Francisco State University for providing information about prior years' survey methodology.

**

Appendix A – Survey Responses by District

Local government's job of providing services

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	4%	14%	39%	39%	4%	208	3.25
D2	3%	10%	41%	38%	9%	260	3.4
D3	4%	12%	39%	35%	11%	282	3.36
D4	1%	10%	53%	34%	2%	185	3.25
D5	2%	10%	47%	37%	5%	235	3.33
D6	3%	14%	39%	35%	10%	270	3.36
D7	4%	13%	46%	34%	4%	179	3.22
D8	2%	11%	42%	37%	7%	264	3.36
D9	2%	8%	47%	37%	6%	152	3.37
D10	4%	12%	48%	32%	5%	172	3.23
D11	3%	8%	54%	30%	6%	120	3.28
Citywide	3%	11%	43%	36%	7%	2519	3.32

Cleanliness of the sidewalks in your neighborhood

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	4%	19%	36%	30%	11%	226	3.24
D2	4%	17%	23%	35%	21%	272	3.52
D3	8%	26%	33%	26%	8%	303	2.99
D4	4%	13%	31%	39%	13%	200	3.44
D5	6%	21%	30%	31%	11%	258	3.18
D6	16%	22%	26%	23%	13%	294	2.95
D7	1%	10%	24%	51%	14%	194	3.67
D8	3%	12%	26%	44%	16%	287	3.57
D9	13%	27%	29%	26%	4%	168	2.81
D10	8%	19%	35%	30%	8%	178	3.11
D11	9%	22%	32%	30%	8%	126	3.05
Citywide	7%	18%	30%	33%	12%	2703	3.25

Cleanliness of the sidewalks citywide

	Falling	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	6%	26%	47%	18%	3%	204	2.84
D2	8%	27%	40%	18%	6%	243	2.87
D3	9%	23%	42%	24%	2%	274	2.88
D4	6%	21%	49%	20%	3%	180	2.94
D5	3%	24%	51%	17%	5%	222	2.96
D6	6%	17%	43%	24%	10%	258	3.16
D7	3%	29%	41%	25%	3%	169	2.96
D8	6%	25%	41%	23%	5%	261	2.96
D9	4%	21%	44%	28%	3%	148	3.04
D10	8%	21%	41%	24%	5%	157	2.99
D11	4%	24%	43%	22%	7%	118	3.05
Citywide	6%	24%	43%	22%	5%	2416	2.96

Cleanliness of the streets in your neighborhood

	Falling	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	5%	9%	36%	36%	14%	226	3.45
D2	2%	12%	22%	45%	19%	275	3.68
D3	7%	19%	34%	34%	7%	307	3.16
D4	3%	13%	29%	41%	14%	200	3.52
D5	6%	12%	33%	40%	8%	257	3.31
D6	7%	24%	28%	30%	12%	296	3.15
D7	4%	7%	21%	54%	15%	197	3.69
D8	1%	8%	28%	45%	18%	289	3.73
D9	5%	22%	30%	32%	10%	169	3.21
D10	7%	16%	32%	34%	11%	180	3.26
D11	4%	16%	45%	27%	8%	130	3.18
Citywide	4%	14%	30%	39%	12%	2720	3.4

Cleanliness of the streets citywide

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	6%	20%	41%	30%	3%	202	3.03
D2	6%	19%	40%	30%	5%	244	3.09
D3	4%	21%	44%	25%	5%	275	3.05
D4	3%	19%	46%	25%	8%	183	3.16
D5	3%	20%	50%	24%	4%	221	3.06
D6	4%	14%	41%	33%	8%	254	3.28
D7	3%	21%	52%	22%	1%	162	2.98
D8	3%	19%	40%	33%	5%	265	3.19
D9	6%	12%	44%	30%	8%	151	3.24
D10	8%	15%	43%	25%	8%	160	3.1
D11	3%	24%	40%	27%	6%	121	3.09
Citywide	4%	19%	44%	28%	5%	2420	3.12

Condition of the pavement in your neighborhood

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	6%	23%	34%	25%	12%	227	3.15
D2	7%	18%	29%	36%	10%	275	3.26
D3	6%	22%	41%	27%	4%	307	3.02
D4	6%	20%	39%	30%	5%	198	3.07
D5	7%	25%	36%	27%	6%	256	3
D6	9%	23%	31%	26%	11%	294	3.07
D7	7%	21%	29%	37%	6%	197	3.16
D8	7%	20%	30%	32%	11%	290	3.21
D9	10%	21%	37%	27%	4%	168	2.94
D10	6%	28%	34%	25%	7%	179	2.98
D11	7%	18%	42%	28%	4%	129	3.04
Citywide	7%	21%	34%	30%	8%	2720	3.1

Condition of the pavement citywide

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	9%	29%	42%	16%	4%	204	2.77
D2	13%	29%	37%	17%	5%	242	2.73
D3	11%	23%	41%	22%	3%	269	2.83
D4	8%	28%	41%	19%	3%	184	2.8
D5	10%	29%	39%	16%	6%	223	2.78
D6	10%	22%	42%	22%	5%	258	2.9
D7	12%	32%	32%	20%	4%	172	2.71
D8	14%	25%	35%	22%	4%	267	2.77
D9	9%	18%	40%	30%	3%	149	3.02
D10	9%	26%	39%	21%	5%	160	2.87
D11	5%	27%	49%	13%	6%	118	2.88
Citywide	10%	26%	39%	20%	4%	2433	2.83

Number of trees in your neighborhood

	Not Enough	About Right	Too Many	Number of Responses	Mean
D1	50%	45%	5%	222	1.54
D2	46%	51%	3%	271	1.57
D3	54%	42%	4%	295	1.5
D4	46%	49%	5%	198	1.59
D5	45%	50%	5%	256	1.6
D6	57%	38%	5%	295	1.49
D7	35%	56%	9%	194	1.73
D8	40%	57%	3%	288	1.63
D9	47%	45%	8%	167	1.61
D10	41%	52%	6%	178	1.65
D11	46%	45%	9%	129	1.62
Citywide	46%	48%	5%	2692	1.59

Number of trees citywide

	Not Enough	About Right	Too Many	Number of Responses	Mean
D1	63%	34%	3%	198	1.4
D2	58%	39%	3%	245	1.45
D3	56%	41%	3%	259	1.47
D4	55%	40%	4%	188	1.49
D5	60%	37%	2%	225	1.42
D6	55%	41%	4%	267	1.5
D7	48%	48%	4%	173	1.56
D8	64%	33%	3%	267	1.39
D9	52%	43%	6%	154	1.54
D10	45%	48%	7%	156	1.62
D11	58%	37%	5%	113	1.48
Citywide	56%	40%	4%	2434	1.48

Frequency of visits to city parks

	Never	Once or twice a year	Several times a year	At least once a month	At least once a week	Number of Responses	Mean
D1	2%	10%	12%	27%	50%	227	4.13
D2	3%	9%	22%	27%	40%	276	3.9
D3	8%	13%	17%	26%	35%	307	3.67
D4	9%	9%	17%	22%	43%	198	3.8
D5	5%	6%	14%	27%	48%	258	4.09
D6	7%	14%	26%	31%	22%	294	3.46
D7	9%	8%	22%	26%	34%	197	3.69
D8	4%	10%	18%	30%	38%	289	3.89
D9	3%	8%	18%	39%	33%	168	3.92
D10	10%	12%	23%	30%	25%	177	3.47
D11	12%	16%	19%	15%	38%	132	3.52
Citywide	6%	10%	19%	27%	37%	2722	3.78

Participation in Parks and Recreation Department's programs and activities

	Yes	No	Number of Responses	Mean
D1	31%	69%	223	1.69
D2	24%	76%	275	1.76
D3	24%	76%	302	1.76
D4	32%	68%	195	1.68
D5	28%	72%	256	1.72
D6	22%	78%	293	1.78
D7	34%	66%	196	1.66
D8	24%	76%	283	1.76
D9	27%	73%	167	1.73
D10	35%	65%	179	1.65
D11	27%	73%	134	1.73
Citywide	27%	73%	2700	1.73

Quality of park grounds

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	3%	4%	22%	52%	16%	3%	223	3.75
D2	2%	4%	29%	43%	16%	6%	271	3.73
D3	1%	4%	23%	48%	13%	10%	303	3.76
D4	1%	4%	28%	49%	11%	8%	199	3.7
D5	1%	9%	18%	50%	16%	6%	256	3.77
D6	3%	5%	26%	41%	15%	10%	289	3.65
D7	2%	13%	23%	48%	9%	5%	193	3.53
D8	0%	6%	21%	53%	16%	5%	289	3.83
D9	1%	4%	18%	51%	18%	8%	167	3.88
D10	2%	8%	32%	42%	11%	5%	178	3.54
D11	2%	7%	28%	41%	9%	13%	131	3.56
Citywide	2%	6%	24%	47%	14%	7%	2698	3.72

Condition of Parks and Recreation facilities

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	2%	12%	36%	35%	5%	10%	220	3.34
D2	2%	13%	32%	32%	9%	13%	271	3.39
D3	1%	9%	36%	32%	7%	15%	296	3.42
D4	0%	10%	32%	40%	3%	14%	198	3.41
D5	4%	14%	24%	38%	5%	15%	253	3.33
D6	3%	12%	30%	32%	9%	13%	290	3.36
D7	4%	13%	34%	31%	8%	10%	195	3.28
D8	2%	11%	33%	36%	4%	14%	288	3.33
D9	2%	11%	34%	35%	4%	14%	167	3.32
D10	2%	16%	32%	35%	7%	8%	178	3.29
D11	6%	19%	26%	30%	3%	16%	130	3.07
Citywide	3%	12%	32%	34%	6%	13%	2686	3.34

Convenience of Parks and Recreation programs

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	3%	5%	18%	33%	5%	36%	216	3.51
D2	1%	2%	20%	30%	8%	40%	261	3.7
D3	0%	5%	21%	23%	8%	44%	301	3.57
D4	2%	4%	20%	35%	9%	31%	197	3.63
D5	2%	5%	15%	26%	7%	45%	247	3.54
D6	2%	5%	18%	23%	10%	42%	290	3.59
D7	2%	12%	21%	29%	4%	32%	196	3.31
D8	0%	5%	20%	24%	5%	46%	284	3.55
D9	1%	7%	23%	25%	7%	38%	164	3.48
D10	1%	8%	23%	29%	10%	29%	174	3.53
D11	1%	7%	27%	24%	5%	36%	132	3.39
Citywide	1%	5%	20%	28%	7%	39%	2663	3.55

Quality of Parks and Recreation programs for adults 18 and over

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	2%	5%	15%	17%	6%	55%	218	3.42
D2	0%	3%	16%	19%	5%	57%	257	3.61
D3	1%	4%	19%	14%	5%	57%	294	3.41
D4	1%	7%	20%	20%	6%	47%	196	3.43
D5	3%	6%	15%	13%	5%	59%	245	3.27
D6	3%	7%	13%	17%	6%	55%	287	3.4
D7	2%	10%	17%	14%	6%	51%	192	3.24
D8	1%	5%	14%	15%	4%	62%	282	3.46
D9	4%	7%	18%	13%	8%	51%	165	3.3
D10	7%	6%	18%	23%	5%	42%	175	3.22
D11	6%	9%	22%	18%	2%	44%	130	3.02
Citywide	2%	6%	17%	16%	5%	54%	2635	3.36

Quality of Parks and Recreation programs for children under 18

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	1%	2%	12%	18%	8%	58%	261	3.73
D2	1%	3%	11%	21%	4%	60%	297	3.56
D3	1%	7%	14%	21%	8%	59%	196	3.53
D4	3%	6%	8%	11%	7%	49%	242	3.39
D5	2%	4%	14%	15%	8%	65%	286	3.51
D6	3%	4%	14%	22%	9%	57%	194	3.56
D7	1%	3%	12%	13%	5%	48%	279	3.59
D8	2%	5%	7%	23%	6%	67%	163	3.63
D9	3%	5%	18%	25%	12%	57%	175	3.61
D10	5%	3%	26%	16%	5%	39%	130	3.26
D11	2%	4%	13%	18%	7%	45%	2634	3.52
Citywide	1%	2%	12%	18%	8%	56%	261	3.73

Quality of interaction with Parks and Recreation staff

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	6%	7%	21%	36%	30%	78	3.77
D2	2%	4%	12%	38%	44%	78	4.18
D3	3%	5%	19%	51%	22%	95	3.83
D4	0%	5%	14%	61%	20%	50	3.97
D5	0%	6%	17%	53%	25%	78	3.96
D6	3%	6%	12%	55%	25%	65	3.93
D7	1%	4%	26%	47%	22%	66	3.86
D8	1%	5%	21%	36%	37%	72	4.03
D9	1%	5%	10%	47%	37%	57	4.12
D10	1%	1%	21%	54%	23%	66	3.95
D11	2%	13%	13%	63%	10%	30	3.65
Citywide	2%	5%	18%	47%	28%	809	3.93

Frequency of visits to main library

	Never	Once or twice a year	Several times a year	At least once a month	At least once a week	Number of Responses	Mean
D1	51%	20%	15%	8%	5%	223	1.97
D2	51%	20%	17%	9%	3%	271	1.93
D3	39%	19%	21%	12%	8%	299	2.31
D4	41%	25%	21%	6%	7%	193	2.13
D5	40%	18%	27%	11%	4%	260	2.23
D6	35%	13%	21%	13%	18%	291	2.65
D7	45%	22%	16%	10%	7%	196	2.11
D8	43%	18%	20%	13%	7%	279	2.23
D9	31%	21%	27%	15%	6%	164	2.45
D10	36%	17%	24%	15%	8%	177	2.41
D11	40%	19%	23%	13%	6%	128	2.26
Citywide	41%	19%	21%	11%	8%	2667	2.25

Frequency of visits to branch library

	Never	Once or twice a year	Several times a year	At least once a month	At least once a week	Number of Responses	Mean
D1	51%	20%	15%	8%	5%	223	1.97
D2	51%	20%	17%	9%	3%	271	1.93
D3	39%	19%	21%	12%	8%	299	2.31
D4	41%	25%	21%	6%	7%	193	2.13
D5	40%	18%	27%	11%	4%	260	2.23
D6	35%	13%	21%	13%	18%	291	2.65
D7	45%	22%	16%	10%	7%	196	2.11
D8	43%	18%	20%	13%	7%	279	2.23
D9	31%	21%	27%	15%	6%	164	2.45
D10	36%	17%	24%	15%	8%	177	2.41
D11	40%	19%	23%	13%	6%	128	2.26
Citywide	41%	19%	21%	11%	8%	2667	2.25

Quality of library collections

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	0%	3%	21%	36%	16%	24%	225	3.84
D2	0%	3%	15%	29%	18%	35%	268	3.95
D3	1%	4%	15%	38%	15%	28%	306	3.87
D4	0%	4%	23%	33%	18%	22%	198	3.82
D5	1%	4%	17%	35%	17%	26%	255	3.86
D6	0%	4%	14%	30%	24%	27%	288	4
D7	1%	3%	26%	35%	14%	21%	195	3.74
D8	0%	1%	18%	33%	17%	30%	285	3.94
D9	3%	4%	18%	34%	22%	19%	162	3.84
D10	2%	2%	15%	38%	24%	20%	176	4.01
D11	3%	2%	16%	41%	16%	22%	128	3.82
Citywide	1%	3%	18%	35%	18%	26%	2680	3.89

Quality of assistance from library staff

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	1%	0%	15%	39%	18%	27%	221	3.98
D2	0%	2%	15%	29%	17%	37%	263	3.95
D3	1%	2%	13%	36%	16%	32%	298	3.96
D4	0%	3%	15%	32%	25%	25%	194	4.06
D5	1%	1%	10%	29%	30%	28%	251	4.18
D6	2%	1%	11%	26%	28%	33%	283	4.15
D7	1%	3%	11%	37%	24%	25%	194	4.08
D8	0%	1%	13%	28%	22%	35%	281	4.12
D9	2%	2%	15%	31%	28%	22%	159	4.05
D10	3%	1%	11%	41%	22%	21%	174	4
D11	2%	3%	14%	37%	22%	22%	127	3.94
Citywide	1%	2%	13%	33%	23%	29%	2642	4.05

Quality of library programs for adults 18 and over

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	0%	2%	11%	13%	5%	68%	214	3.68
D2	0%	3%	10%	13%	6%	69%	265	3.67
D3	1%	2%	10%	19%	6%	61%	300	3.71
D4	1%	4%	16%	13%	10%	56%	196	3.6
D5	1%	3%	8%	12%	9%	68%	247	3.73
D6	1%	4%	8%	14%	13%	60%	284	3.85
D7	0%	2%	8%	19%	9%	62%	193	3.91
D8	0%	1%	10%	15%	7%	68%	281	3.86
D9	0%	4%	13%	10%	12%	61%	160	3.75
D10	2%	4%	16%	19%	13%	46%	170	3.66
D11	4%	8%	16%	17%	6%	50%	127	3.25
Citywide	1%	3%	11%	15%	8%	62%	2629	3.7

Quality of library programs for children under 18

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	1%	2%	11%	17%	6%	64%	218	3.72
D2	0%	1%	6%	14%	10%	68%	263	4.08
D3	2%	4%	4%	21%	4%	64%	301	3.62
D4	0%	1%	11%	23%	10%	55%	195	3.9
D5	1%	3%	6%	11%	9%	70%	246	3.85
D6	2%	1%	6%	13%	11%	67%	281	3.89
D7	0%	1%	7%	20%	9%	61%	192	3.96
D8	0%	1%	8%	13%	9%	70%	276	3.95
D9	1%	3%	6%	21%	11%	59%	162	3.92
D10	3%	1%	11%	22%	12%	51%	170	3.79
D11	2%	2%	11%	25%	10%	49%	126	3.78
Citywide	1%	2%	8%	18%	9%	63%	2622	3.85

Muni – Convenience of routes

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	2%	4%	21%	46%	18%	8%	221	3.8
D2	2%	8%	22%	41%	17%	10%	272	3.69
D3	4%	6%	24%	46%	14%	5%	294	3.65
D4	2%	10%	25%	41%	17%	5%	193	3.63
D5	2%	5%	23%	50%	15%	5%	258	3.74
D6	2%	8%	23%	42%	19%	7%	288	3.72
D7	4%	5%	27%	35%	12%	17%	192	3.55
D8	4%	7%	27%	43%	15%	5%	288	3.6
D9	6%	9%	27%	42%	10%	6%	168	3.44
D10	3%	11%	30%	35%	10%	10%	178	3.41
D11	4%	12%	24%	38%	14%	9%	134	3.5
Citywide	3%	7%	24%	42%	15%	8%	2683	3.63

Muni – Reliability

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	7%	20%	30%	29%	6%	8%	217	3.1
D2	9%	13%	31%	32%	5%	10%	268	3.12
D3	8%	16%	35%	27%	8%	5%	303	3.1
D4	12%	22%	40%	20%	2%	4%	195	2.79
D5	10%	26%	27%	24%	7%	6%	258	2.92
D6	5%	26%	28%	24%	9%	8%	289	3.06
D7	7%	19%	30%	18%	8%	18%	192	3.02
D8	15%	20%	35%	21%	4%	4%	285	2.79
D9	11%	21%	39%	17%	7%	6%	162	2.88
D10	12%	16%	34%	21%	7%	11%	179	2.95
D11	10%	21%	34%	21%	5%	9%	130	2.88
Citywide	9%	19%	32%	24%	6%	8%	2670	2.98

Muni – Cleanliness

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	7%	19%	36%	28%	3%	7%	222	3.02
D2	9%	17%	35%	24%	6%	9%	274	3.01
D3	7%	19%	41%	25%	2%	5%	304	2.95
D4	5%	22%	44%	20%	3%	6%	194	2.94
D5	8%	24%	37%	21%	5%	5%	253	2.89
D6	7%	22%	33%	25%	6%	6%	290	3.03
D7	6%	20%	34%	17%	6%	17%	192	2.97
D8	7%	20%	37%	26%	5%	4%	290	3.03
D9	6%	18%	51%	18%	2%	5%	164	2.91
D10	8%	23%	34%	17%	8%	10%	177	2.92
D11	11%	18%	35%	24%	2%	9%	129	2.88
Citywide	7%	20%	37%	23%	5%	8%	2686	2.98

Muni – Fares

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	1%	5%	30%	41%	15%	7%	222	3.69
D2	1%	4%	29%	42%	16%	9%	271	3.74
D3	3%	5%	34%	39%	13%	6%	307	3.58
D4	2%	10%	36%	33%	14%	6%	195	3.48
D5	2%	5%	32%	38%	18%	5%	254	3.66
D6	2%	8%	31%	32%	21%	6%	291	3.67
D7	2%	5%	27%	32%	18%	16%	193	3.71
D8	2%	6%	32%	39%	17%	4%	287	3.64
D9	3%	7%	42%	34%	10%	4%	161	3.44
D10	4%	6%	39%	34%	7%	10%	176	3.38
D11	11%	8%	37%	29%	10%	6%	131	3.21
Citywide	3%	6%	33%	36%	15%	7%	2688	3.58

Muni – Safety

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	3%	13%	36%	33%	7%	7%	224	3.3
D2	4%	13%	27%	34%	12%	10%	272	3.39
D3	3%	13%	39%	35%	3%	6%	307	3.23
D4	4%	17%	38%	28%	7%	6%	197	3.17
D5	5%	9%	38%	37%	5%	5%	256	3.3
D6	7%	14%	36%	26%	11%	6%	292	3.21
D7	3%	10%	30%	33%	7%	17%	193	3.39
D8	5%	12%	37%	31%	10%	5%	290	3.3
D9	7%	16%	36%	30%	5%	5%	165	3.12
D10	9%	15%	38%	22%	5%	10%	179	2.98
D11	12%	20%	31%	29%	1%	7%	132	2.87
Citywide	5%	13%	35%	31%	7%	8%	2704	3.24

Muni – Communication

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	9%	17%	29%	32%	3%	10%	220	3.03
D2	7%	17%	33%	25%	8%	11%	270	3.11
D3	4%	17%	36%	28%	7%	6%	305	3.18
D4	11%	20%	37%	19%	5%	8%	196	2.85
D5	10%	24%	35%	20%	5%	6%	257	2.83
D6	11%	19%	33%	19%	9%	10%	290	2.97
D7	5%	17%	30%	25%	5%	19%	191	3.1
D8	9%	22%	33%	24%	7%	5%	286	2.98
D9	12%	19%	36%	23%	5%	5%	166	2.89
D10	6%	20%	38%	18%	6%	13%	178	2.98
D11	7%	22%	31%	23%	3%	14%	131	2.93
Citywide	8%	19%	33%	23%	6%	10%	2686	3

Muni – Courtesy of drivers

	Failing	Poor	Average	Good	Excellent	Not Used	Number of Responses	Mean
D1	9%	12%	30%	36%	7%	6%	223	3.22
D2	7%	11%	33%	31%	9%	10%	270	3.26
D3	7%	13%	35%	33%	5%	7%	307	3.18
D4	12%	12%	39%	24%	5%	8%	197	2.98
D5	6%	18%	38%	26%	6%	5%	257	3.08
D6	7%	15%	41%	20%	10%	6%	292	3.12
D7	7%	13%	31%	26%	6%	17%	193	3.13
D8	10%	14%	35%	31%	6%	5%	282	3.09
D9	8%	13%	32%	32%	10%	6%	167	3.25
D10	8%	15%	33%	26%	8%	10%	179	3.11
D11	7%	18%	30%	32%	3%	10%	133	3.06
Citywide	8%	14%	34%	29%	7%	8%	2697	3.14

Muni – Frequency of use

	Once or Twice a Month	Several Times a Month	Once or Twice a Week	Several Times a Week	Daily	Never	Number of Responses	Mean
D1	13%	17%	12%	13%	34%	10%	226	3.42
D2	18%	13%	11%	17%	31%	11%	273	3.32
D3	15%	12%	11%	18%	37%	8%	306	3.55
D4	24%	13%	5%	14%	37%	5%	197	3.29
D5	11%	12%	7%	21%	44%	5%	261	3.8
D6	11%	7%	10%	20%	43%	9%	291	3.85
D7	19%	19%	11%	14%	21%	17%	195	2.99
D8	16%	12%	16%	23%	28%	5%	291	3.38
D9	24%	11%	16%	12%	30%	6%	166	3.13
D10	26%	9%	7%	15%	32%	12%	179	3.21
D11	19%	16%	4%	12%	33%	17%	134	3.3
Citywide	17%	12%	10%	17%	34%	9%	2716	3.43

Safety of neighborhood during the day

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean
D1	0%	2%	7%	40%	51%	227	4.39
D2	1%	2%	7%	29%	61%	278	4.47
D3	1%	4%	7%	41%	46%	308	4.27
D4	1%	2%	10%	38%	48%	198	4.3
D5	1%	5%	8%	36%	50%	261	4.29
D6	2%	11%	17%	44%	26%	296	3.82
D7	1%	3%	7%	39%	51%	198	4.34
D8	1%	2%	6%	31%	59%	286	4.46
D9	1%	3%	16%	52%	29%	170	4.06
D10	5%	10%	13%	46%	26%	177	3.77
D11	3%	12%	21%	38%	26%	133	3.72
Citywide	1%	5%	10%	39%	45%	2732	4.21

Safety of neighborhood at night

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean
D1	2%	10%	26%	38%	23%	223	3.69
D2	3%	10%	21%	40%	26%	269	3.76
D3	4%	15%	24%	40%	16%	300	3.49
D4	5%	15%	23%	42%	14%	194	3.46
D5	8%	15%	21%	42%	14%	254	3.39
D6	13%	24%	25%	28%	9%	284	2.95
D7	5%	8%	21%	40%	26%	194	3.73
D8	4%	10%	20%	41%	25%	286	3.74
D9	8%	25%	36%	27%	5%	168	2.97
D10	21%	28%	21%	22%	7%	177	2.66
D11	26%	23%	22%	26%	2%	126	2.56
Citywide	8%	17%	23%	36%	16%	2667	3.36

Safety crossing the street

	Very Unsafe	Unsafe	Neither Safe nor Unsafe	Safe	Very Safe	Number of Responses	Mean
D1	3%	16%	25%	41%	16%	225	3.51
D2	4%	14%	21%	40%	20%	276	3.58
D3	3%	15%	22%	43%	17%	302	3.58
D4	3%	16%	24%	40%	17%	196	3.51
D5	7%	15%	22%	38%	17%	261	3.44
D6	5%	13%	26%	41%	16%	292	3.5
D7	5%	15%	26%	39%	15%	198	3.46
D8	5%	15%	20%	37%	23%	286	3.58
D9	2%	20%	23%	40%	16%	171	3.48
D10	9%	18%	25%	40%	8%	178	3.21
D11	10%	19%	29%	34%	8%	130	3.09
Citywide	5%	15%	23%	40%	17%	2717	3.49

Use of green recycling cart

	Do not have a Cart	Use it for Food Scraps	Use it for Soiled Paper	Use it for Yard Trimmings	Have Cart but never use it	Number of Responses
D1	25%	47%	29%	51%	8%	225
D2	49%	29%	18%	28%	4%	276
D3	60%	21%	20%	18%	6%	302
D4	18%	47%	36%	62%	4%	196
D5	38%	40%	33%	34%	8%	261
D6	66%	14%	15%	10%	9%	292
D7	20%	47%	36%	57%	6%	198
D8	26%	49%	34%	57%	5%	286
D9	18%	56%	34%	54%	7%	171
D10	31%	46%	30%	45%	8%	178
D11	17%	57%	33%	61%	7%	130
Citywide	36%	38%	27%	40%	7%	2717

Reasons for not using Green Collection Cart

	Not sure of use	Lack of Time	Messiness	Pest concerns	Backyard Composting	Other	Number of Responses
D1	23%	16%	39%	19%	20%	15%	93
D2	37%	15%	36%	20%	6%	10%	91
D3	18%	10%	35%	30%	12%	5%	82
D4	21%	20%	37%	25%	10%	10%	94
D5	31%	16%	37%	33%	4%	13%	94
D6	31%	19%	14%	22%	12%	14%	63
D7	21%	13%	32%	27%	15%	12%	99
D8	17%	15%	45%	21%	14%	16%	118
D9	18%	15%	46%	36%	11%	6%	78
D10	24%	16%	31%	28%	13%	14%	67
D11	19%	12%	38%	13%	12%	16%	65
Citywide	23%	15%	36%	25%	12%	12%	1020

Children by age group

	No Kids	0 - 5	6 - 13	14 - 17	Number of Responses
D1	75%	16%	12%	6%	211
D2	80%	14%	7%	4%	263
D3	79%	10%	11%	5%	301
D4	69%	19%	13%	5%	190
D5	79%	12%	9%	4%	245
D6	86%	6%	8%	5%	277
D7	70%	12%	15%	10%	186
D8	78%	15%	8%	3%	285
D9	73%	16%	12%	6%	161
D10	64%	17%	13%	13%	168
D11	57%	19%	25%	15%	124
Citywide	75%	13%	11%	6%	2602

Children in public/private school

	No	Yes - Public	Yes - Private	Number of Responses
D1	21%	52%	29%	53
D2	38%	28%	37%	53
D3	29%	63%	8%	64
D4	36%	43%	25%	59
D5	33%	43%	24%	51
D6	42%	55%	4%	39
D7	30%	45%	30%	53
D8	31%	34%	37%	61
D9	26%	48%	35%	43
D10	40%	41%	19%	59
D11	18%	58%	29%	53
Citywide	31%	47%	24%	637

Quality of schools

	Failing	Poor	Average	Good	Excellent	Number of Responses	Mean
D1	6%	2%	10%	39%	42%	45	4.09
D2	5%	4%	16%	18%	57%	40	4.19
D3	1%	7%	21%	51%	20%	49	3.82
D4	7%	10%	25%	30%	27%	45	3.6
D5	6%	8%	17%	26%	42%	42	3.88
D6	0%	7%	23%	30%	39%	32	4.02
D7	1%	6%	16%	55%	22%	45	3.89
D8	0%	7%	8%	32%	53%	48	4.31
D9	4%	0%	21%	44%	31%	36	3.98
D10	4%	9%	21%	36%	31%	46	3.83
D11	0%	6%	28%	45%	21%	42	3.82
Citywide	3%	6%	18%	39%	34%	507	3.94

Use of childcare

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	36%	16%	9%	4%	0%	4%	30%	46	3.49
D2	40%	36%	0%	2%	0%	1%	21%	47	2.74
D3	27%	41%	12%	3%	3%	0%	14%	49	2.7
D4	27%	41%	7%	3%	0%	6%	17%	57	2.94
D5	26%	28%	3%	0%	1%	0%	41%	38	3.85
D6	34%	33%	10%	0%	0%	0%	22%	28	2.88
D7	19%	42%	14%	0%	0%	0%	26%	49	3.22
D8	35%	34%	10%	0%	4%	1%	16%	54	2.72
D9	25%	38%	4%	0%	0%	0%	33%	34	3.45
D10	26%	45%	4%	4%	0%	0%	21%	50	2.89
D11	19%	23%	24%	0%	0%	0%	33%	50	3.69
Citywide	28%	34%	9%	1%	1%	2%	26%	543	3.21

Use of after-school programs

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	30%	25%	2%	7%	0%	2%	34%	45	3.66
D2	23%	43%	9%	0%	0%	1%	23%	46	3.09
D3	37%	34%	5%	7%	0%	0%	18%	57	2.7
D4	39%	29%	2%	3%	5%	4%	17%	57	2.88
D5	44%	28%	0%	0%	2%	0%	26%	42	2.9
D6	40%	21%	9%	11%	0%	0%	20%	34	2.91
D7	40%	39%	10%	2%	0%	0%	9%	54	2.21
D8	28%	46%	2%	1%	0%	0%	23%	53	2.89
D9	35%	26%	7%	0%	0%	1%	31%	36	3.34
D10	22%	44%	8%	7%	0%	0%	20%	53	3.01
D11	46%	14%	9%	5%	0%	0%	26%	47	3.06
Citywide	34%	31%	5%	4%	1%	1%	23%	568	3.02

Use of tutoring services

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	8%	41%	5%	0%	0%	7%	39%	45	4.22
D2	13%	50%	8%	1%	0%	0%	28%	47	3.37
D3	37%	30%	12%	0%	3%	3%	15%	52	2.7
D4	21%	40%	1%	3%	5%	6%	23%	58	3.44
D5	27%	41%	0%	6%	1%	0%	24%	43	3.11
D6	23%	29%	18%	9%	0%	0%	21%	33	3.16
D7	17%	52%	14%	1%	0%	0%	16%	50	2.79
D8	10%	54%	8%	2%	0%	0%	25%	53	3.26
D9	34%	29%	13%	0%	0%	4%	20%	35	2.96
D10	13%	50%	8%	5%	0%	3%	21%	55	3.2
D11	26%	24%	10%	7%	0%	1%	32%	49	3.64
Citywide	21%	40%	8%	3%	1%	3%	25%	562	3.32

Use of academic enrichment programs

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	33%	28%	6%	0%	0%	6%	27%	45	3.3
D2	28%	43%	2%	4%	0%	1%	22%	47	2.98
D3	8%	50%	12%	0%	3%	3%	24%	46	3.44
D4	28%	31%	2%	5%	7%	2%	25%	56	3.39
D5	41%	18%	14%	6%	1%	2%	17%	44	2.84
D6	17%	20%	20%	19%	0%	0%	24%	32	3.59
D7	31%	35%	8%	13%	0%	0%	13%	53	2.69
D8	18%	40%	16%	0%	0%	0%	26%	53	3.27
D9	23%	29%	10%	0%	0%	4%	34%	33	3.74
D10	15%	40%	15%	6%	0%	0%	24%	51	3.34
D11	28%	24%	10%	9%	0%	0%	29%	44	3.44
Citywide	25%	32%	9%	5%	1%	2%	25%	545	3.32

Use of youth employment/career development programs

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	4%	37%	0%	13%	2%	4%	41%	45	4.43
D2	7%	56%	0%	3%	0%	0%	34%	47	3.7
D3	20%	43%	7%	5%	0%	0%	24%	54	3.2
D4	6%	46%	2%	5%	3%	2%	35%	56	3.99
D5	17%	29%	0%	4%	1%	0%	49%	40	4.4
D6	17%	31%	9%	19%	0%	0%	24%	32	3.48
D7	4%	67%	9%	7%	0%	0%	14%	49	2.86
D8	7%	53%	11%	0%	0%	0%	30%	48	3.54
D9	20%	28%	15%	0%	4%	4%	30%	33	3.71
D10	8%	52%	11%	2%	0%	0%	28%	52	3.46
D11	7%	30%	11%	12%	0%	0%	40%	49	4.28
Citywide	10%	43%	6%	6%	1%	1%	33%	545	3.8

Use of counseling programs

	Yes	No (Don't Need)	No (Too expensive)	No (Not available)	No (Too far)	No (Poor quality)	No (Other)	Number of Responses	Mean
D1	9%	47%	2%	7%	0%	2%	33%	44	3.8
D2	20%	51%	0%	0%	0%	0%	29%	47	3.24
D3	27%	34%	7%	5%	0%	0%	27%	45	3.26
D4	11%	47%	1%	5%	3%	2%	30%	58	3.69
D5	20%	40%	6%	0%	0%	2%	32%	39	3.56
D6	16%	22%	19%	10%	0%	0%	33%	32	3.9
D7	20%	55%	8%	5%	0%	0%	12%	51	2.59
D8	24%	47%	2%	0%	0%	0%	27%	51	3.14
D9	21%	34%	7%	0%	4%	4%	30%	33	3.62
D10	24%	41%	9%	7%	0%	0%	20%	50	2.98
D11	12%	29%	10%	9%	0%	0%	41%	49	4.19
Citywide	18%	41%	6%	4%	1%	1%	29%	540	3.5

Likelihood of moving out of San Francisco

	Very Likely	Somewhat Likely	Not too Likely	Not Likely at All	Number of Responses
D1	10%	19%	20%	51%	224
D2	13%	26%	27%	34%	274
D3	13%	23%	21%	43%	309
D4	14%	18%	24%	44%	198
D5	11%	17%	35%	37%	257
D6	12%	19%	32%	36%	291
D7	7%	16%	18%	58%	195
D8	10%	15%	27%	47%	291
D9	17%	18%	22%	43%	166
D10	18%	13%	22%	47%	175
D11	5%	16%	26%	53%	128
Citywide	12%	19%	25%	44%	2703

Personal computer at home

	Yes	No	Number of Responses
D1	90%	10%	225
D2	89%	11%	278
D3	82%	18%	303
D4	91%	9%	200
D5	87%	13%	258
D6	73%	27%	292
D7	82%	18%	195
D8	88%	12%	290
D9	83%	17%	171
D10	79%	21%	178
D11	85%	15%	128
Citywide	84%	16%	2715

Use of personal computer to access the internet from home

	Yes	No	Number of Responses
D1	87%	13%	217
D2	88%	12%	271
D3	79%	21%	290
D4	89%	11%	192
D5	85%	15%	249
D6	73%	27%	283
D7	78%	22%	190
D8	88%	12%	280
D9	81%	19%	162
D10	77%	23%	170
D11	75%	25%	121
Citywide	82%	18%	2620

Internet connection

	High-Speed	Dialup	Wireless	Number of Responses
D1	79%	10%	24%	184
D2	84%	5%	24%	228
D3	81%	8%	21%	225
D4	77%	14%	21%	169
D5	81%	5%	22%	203
D6	77%	10%	24%	194
D7	82%	8%	23%	147
D8	81%	5%	28%	242
D9	79%	4%	32%	126
D10	78%	15%	22%	123
D11	68%	18%	17%	90
Citywide	80%	9%	23%	2072

Use of computer at other locations

	Public Library	Park and Recreation Center	Workforce Development Center	Cafe	At Work	None of the Above	Number of Responses
D1	25%	3%	3%	18%	56%	29%	224
D2	27%	5%	4%	26%	50%	25%	274
D3	32%	3%	2%	21%	43%	31%	309
D4	26%	1%	2%	13%	51%	34%	198
D5	30%	7%	4%	26%	55%	26%	257
D6	31%	3%	4%	23%	43%	28%	291
D7	29%	6%	4%	14%	48%	30%	195
D8	24%	5%	3%	25%	58%	25%	291
D9	34%	1%	5%	25%	41%	34%	166
D10	37%	9%	11%	22%	38%	31%	175
D11	29%	5%	6%	12%	34%	46%	128
Citywide	29%	4%	4%	21%	47%	30%	2703

Preparation for a disaster

	Set aside 72 hours of supplies	Family Communication Plan	CPR/First Aid Training	None of the Above	Number of Responses
D1	46%	26%	33%	35%	223
D2	42%	25%	21%	43%	274
D3	49%	22%	18%	39%	307
D4	47%	32%	28%	34%	197
D5	49%	27%	29%	36%	258
D6	44%	22%	21%	44%	285
D7	59%	34%	30%	29%	196
D8	51%	25%	25%	34%	289
D9	52%	29%	24%	32%	170
D10	48%	29%	24%	34%	171
D11	52%	30%	33%	23%	132
Citywide	48%	27%	25%	36%	2700

Sources of news and information

	City Website	City Cable 26	SF Chronicle	SF Examiner	Community Newspapers	Local TV News	Citywide Weeklies	Radio News	Public Meetings	Number of Responses
D1	23%	13%	65%	30%	32%	72%	33%	46%	7%	218
D2	25%	12%	70%	29%	33%	62%	22%	44%	6%	260
D3	18%	14%	62%	35%	30%	67%	26%	32%	6%	290
D4	26%	18%	61%	34%	38%	72%	22%	43%	9%	190
D5	25%	11%	71%	35%	36%	72%	40%	47%	6%	244
D6	25%	11%	55%	33%	27%	64%	31%	37%	8%	278
D7	31%	12%	63%	32%	33%	72%	22%	48%	11%	191
D8	27%	14%	70%	29%	33%	63%	34%	48%	8%	277
D9	23%	15%	65%	25%	34%	63%	34%	55%	8%	157
D10	22%	20%	54%	32%	39%	67%	26%	46%	9%	175
D11	17%	16%	48%	29%	36%	78%	20%	38%	6%	130
Citywide	24%	14%	62%	32%	33%	67%	29%	43%	7%	2599

Appendix B – Open-Ended Responses

Category	Unweighted N Size	Percentage of All Respondents to the Survey	Percentage of All Respondents Making a Comment
City Government, Employees, Services in General			
Elected Officials	76	3%	4%
City Employees, Public Servants, and Their Offices	86	3%	5%
City Services—Multiple Service Area Comments	48	2%	3%
Muni/Public Transportation			
Muni Conductors' Courtesy or Lack of Courtesy	84	3%	5%
Muni Safety	44	2%	3%
Muni Cleanliness	31	1%	2%
Muni Timeliness and Reliability	100	4%	6%
Muni Specific Routes or Neighborhoods	81	3%	5%
Muni General or Multiple-Topic Comments	139	5%	8%
Parking and Traffic and Taxis			
Parking	27	1%	2%
Traffic/Driving	54	2%	3%
Taxicabs	3	0%	0%
Parking and Traffic General Comments	12	0%	1%
Traffic/parking enforcement	64	2%	4%
Cleanliness and Garbage Collection/Recycling			
Specific Neighborhoods or Streets	28	1%	2%
Dirty Streets and Sidewalks	203	7%	12%
Garbage/Recycling Services	90	3%	5%
Other Comments	12	0%	1%
Public Safety			
Police-Related	71	3%	4%
Specific Neighborhoods or Locations	2	0%	0%
Public Safety General or Multiple-Topic Comments	34	1%	2%
Crime	57	2%	3%
Drug use	16	1%	1%

Category	Unweighted N Size	Percentage of All Respondents to the Survey	Percentage of All Respondents Making a Comment
Homelessness			
Specific Neighborhoods or Locations	4	0%	0%
Need More Services/Solution to Homelessness	49	2%	3%
Homelessness General Comments	120	4%	7%
Parks and Recreation			
Specific Parks and Facilities	32	1%	2%
Dogs in City Parks	13	0%	1%
Recreation Facilities and Programs	44	2%	3%
Other Parks and Recreation Comments	21	1%	1%
Street Conditions			
Pavement Conditions	161	6%	9%
Specific Streets	24	1%	1%
Pavement Not Repaired After Construction	7	0%	0%
Other Street Condition Comments	19	1%	1%
Libraries			
Hours	9	0%	1%
Main Library	9	0%	1%
Other Library Comments	42	2%	2%
Housing and Development			
Housing	33	1%	2%
Development	8	0%	0%
Education and Children's Programs			
Children and Youth Services	8	0%	0%
Schools	51	2%	3%

Category	Unweighted N Size	Percentage of All Respondents to the Survey	Percentage of All Respondents Making a Comment
Miscellaneous			
Health/Public Health	34	1%	2%
Utilities/Energy	4	0%	0%
City Taxes	20	1%	1%
Natural Environment/Landscaping	67	2%	4%
Services for the Elderly and Disabled	23	1%	1%
Dogs and Other Animals	17	1%	1%
Immigration	4	0%	0%
Restrooms	12	0%	1%
Other Specific Comments	19	1%	1%
Other General Comments	49	2%	3%
Wireless Internet	6	0%	0%
311 Service	6	0%	0%
Budget/Spending	16	1%	1%
Emergency/disaster prep.	1	0%	0%
General Positive Comments	75	3%	4%
General Negative Comments	4	0%	0%
Comments on Survey			
All	31	1%	2%
Out of Jurisdiction	5	0%	0%
No/None/Nothing	326	12%	19%

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Appendix C – Survey Instrument

SAN FRANCISCO

CITY SURVEY 2009

Unless otherwise instructed, please circle the one letter grade or number that best fits your opinion or experience.

1.	Overall, how good a job do you think local government is doing at providing services?	Excellent A	Good B	Average C	Poor D	Failing F	
2.	How do you rate the cleanliness of the sidewalks: In your neighborhood? Citywide?	A A	B B	C C	D D	F F	
3.	Considering the street from curb to curb (excluding sidewalks), how do you rate the cleanliness of the streets: In your neighborhood? Citywide?	Excellent A A	Good B B	Average C C	Poor D D	Failing F F	
4.	How do you rate the condition of the pavement of the streets (excluding sidewalks): In your neighborhood? Citywide?	Excellent A A	Good B B	Average C C	Poor D D	Failing F F	
5.	How do you feel about the current number of trees: In your neighborhood? Citywide?			Not Enough 1 1	Just Right 2 2	Too Many 3 3	
6.	In the past year, how often did you visit a City park?	At Least Once/Week 1	At Least Once/Month 2	Several Times/Year 3	Once or Twice/Year 4	Never 5	
7.	In the past year, have you or anyone in your household participated in a program or activity of the Recreation and Park Department (such as classes, athletic leagues, art programs, swimming, child development and latchkey programs)?				Yes 1	No 2	
8.	How do you rate the City's parks and/or recreational programs in the following categories?	Excellent	Good	Average	Poor	Failing	Not Satisfied
	Quality of grounds (landscaping, plantings)	A	B	C	D	F	X
	Condition of Recreation and Park facilities such as buildings and structures	A	B	C	D	F	X
	Cleanliness, maintenance	A	B	C	D	F	X
	Convenience of recreation programs (location, hours)	A	B	C	D	F	X
	Quality of programs and activities for adults (18 and over)	A	B	C	D	F	X
	Quality of programs and activities for children and youth (under 18)	A	B	C	D	F	X

9.	In your use of City parks, recreation programs, and facilities, did you have any interaction with City Recreation and Park staff?	Yes 1	No 2
	If YES, how would you describe the overall quality of your interactions with Recreation and Park staff?	Excellent A	Good B
10.	In the past year, how often did you: Visit the City's Main Library? Visit a branch library?	At Least Once/Week 1	At Least Once/Month 2
		Several Times a Year 3	Once or Twice a Year 4
11.	In general, how do you rate the City's libraries in the following categories?	Excellent A	Good B
	Collections of books, tapes, etc.	C	D
	Assistance from library staff	C	D
	Programs and activities for adults 18 and over	C	D
	Programs and activities for children and youth (under 18)	C	D
12.	In general, how do you rate the quality of the Muni transit system in the following categories?	Excellent A	Good B
	Convenience of routes	C	D
	Timeliness/reliability	C	D
	Cleanliness	C	D
	Fares	C	D
	Safety	C	D
	Communication to passengers	C	D
	Courtesy of drivers	C	D
13.	Typically, how often do you ride Muni?	Several Times/Week 1	Once or Twice/Week 2
		Several Times/Month 3	Once or Twice/Month 4
14.	How safe would you feel walking alone in your neighborhood: During the day? At night?	Very Safe 1	Safe 2
		Neither Safe Nor Unsafe 3	Unsafe 4
15.	How safe do you feel crossing the street?	1	2
		3	4
16.	Do you have access to a green curbside recycling cart, and if so what do you put in it? (Circle all that apply)	Do not have a cart/Skip to 18. 1	Use it for food scraps 2
		Use it for soiled paper 3	Use it for yard trimmings 4
17.	Which factors, if any, discourage you from using a green collection cart for compostable waste? (Circle all that apply)	Not sure what to put in the cart 1	Lack of time 2
		Messiness 3	Res. Concerns 4
18.	Do you have any children in the following age groups who live in San Francisco? (Circle all that apply)	Up to 22 years old 1	2-5 years 2
		6-13 years 3	14-17 years 4
19.	Do your children attend school in San Francisco (Kindergarten through 12th grade)? (Circle all that apply)	No 1	Yes - Public School 2
		Yes - Private School 3	
20.	How do you rate the quality of the school(s) your children attend?	Excellent A	Good B
		Average C	Poor D
21.	Are you using the following services for your children (private or public)?	Yes	No-Don't Need
	Childcare (0-5)	1	2
	After-school program (6-13)	1	2
	Tutoring	1	2
	Academic enrichment	1	2
	Youth employment/career development	1	2
	Counseling	1	2

Other _____	1	2	3	4	5	6	7
22. In the next three years, how likely are you to move out of San Francisco?	Very Likely 1			Somewhat Likely 2		Not Likely 3	Not Likely at All 4
23. Does anyone in your household: (Yes/No) Have a personal computer at home? Use a personal computer to access the Internet from home? If no, circle "2" and skip to 25.						1 2	1 2
24. What kind of Internet connection do you have? (Circle all that apply)			DSL, Cable, T1 or other high-speed connection 1	Dial-up, Telephone Line 2	Wireless, GPRS, etc. 3		Satellite 4
25. In the past year, have you used a computer—other than your own—at any of these locations? (Circle all that apply)	Public Library 1	Park & Recreation Center 2	Neighborhood Development Center 3	Cafe 4	Church 5		Young Men's Christian Association 6
26. What actions have you taken to prepare for a disaster? (Circle all that apply)		Set aside 72 hours of food, water and medicine 1	Made a family communication plan 2	Taken CPR or first-aid training 3		Learned about local disaster drills 4	
27. Do you refer to any of the following sources on at least a monthly basis to get news and information about City programs, services and events? (Circle all that apply)	The City's website SFQoL 1	City Clerk's Office 2	San Francisco Chronicle Online 3	San Francisco Examiner 4	Community newspapers—neighborhood and ethnic—English 5	Online websites—SF Bay Guardian, SF Weekly 6	Radio, TV, etc. 7

GENERAL INFORMATION

The following questions are included to help us know how well the respondents to this survey represent the residents of San Francisco. If you object to any question, please leave it blank. Your response is confidential.

28. How many people live in your household?	1	2	3	4	5 or more
29. How long have you lived in San Francisco?	Less than 1 yr. 1	1 to 5 yrs. 2	6 to 10 yrs. 3	11 to 15 yrs. 4	Over 16 yrs. 5
30. What is your age?	Under 20 1	20-29 2	30-42 3	43-55 4	56-74 5
31. What is your sex?				Female 1	Male 2
32. Which of these comes closest to describing your sexual orientation?		Bisexual 1	Gay/Lesbian 2	Heterosexual/Other 3	
33. Which of these comes closest to describing your ethnic background?	African American/Black 1	Asian or Pacific Islander 2	Latino or Hispanic 3	Native American/Indian 4	White/Caucasian 5
	If mixed or other, please specify _____				Other (Specify) 6
34. What is the highest level of education you have completed?	Less Than High School 1	High School 2	Less Than 4 yrs. College 3	4 yrs. College 4	College or Post Graduate 5
35. How many hours a week do you work in paid employment?	None 1	1 to 14 2	15 to 24 3	25 or more 4	
36. What is your primary mode of transportation to work?	Drive Alone 1	Carpool 2	Public Transportation 3	Bicycle 4	Walk 5
37. How many times have you changed employers in the past five years?	None 1	1-2 times 2	3-4 times 3	5 or more times 4	
38. After you have covered your basic expenses (housing, childcare, health care, food, transportation, and taxes), which of the following describes your circumstances? (Circle all that apply)		I need to pay off some debt 1	I am able to save some money 2	I need to borrow money to cover basic expenses 3	I have extra money 4
39. What was your household's total income before taxes in 2008?	Less Than \$10,000 1	\$10,000 to \$24,999 2	\$25,000 to \$49,999 3	\$50,000 to \$99,999 4	\$100,000 or more 5
40. Do you have any of the following physical or mental health conditions that affect daily life? (Circle all that apply)	Difficulty standing/walking/climbing 1	Birthright chronic illness 2	Chronic illness, e.g. diabetes, multiple sclerosis, asthma 3	Deafness or difficulty hearing 4	Mental health issues, e.g. depression, anxiety 5

COMMENTS ABOUT CITY SERVICES?
